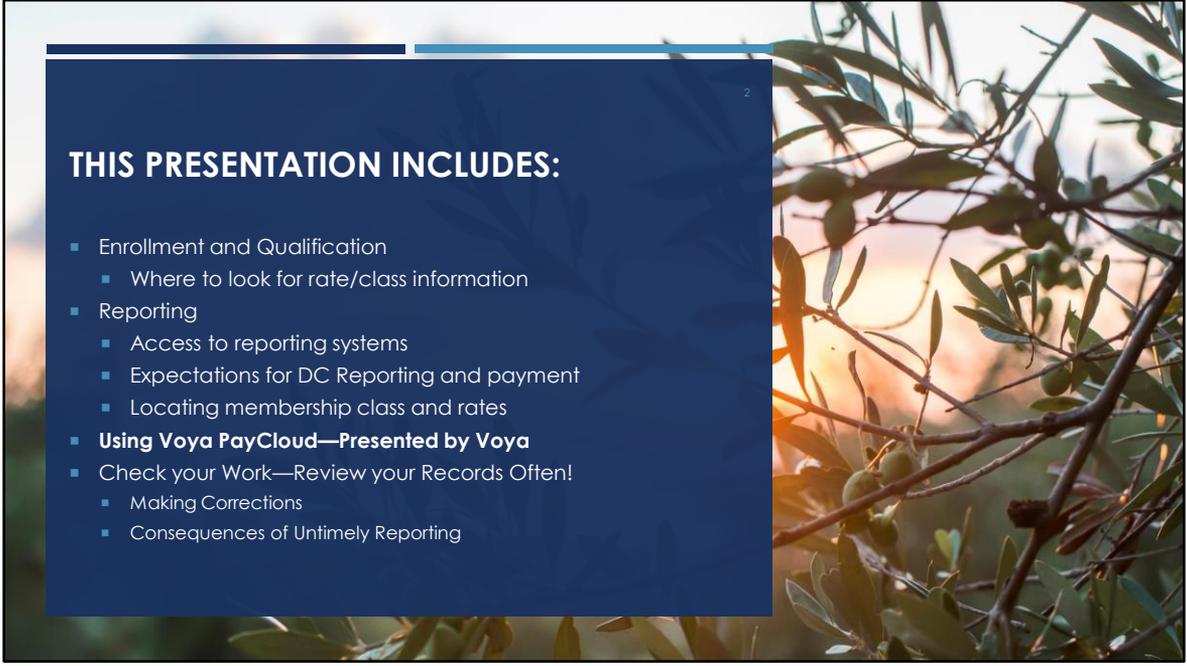


REPORTING TO THE PSERS DEFINED CONTRIBUTION (DC) PLAN

PRESENTED BY PSERS EMPLOYER SERVICE CENTER
AND VOYA FINANCIAL

June 2024



THIS PRESENTATION INCLUDES:

- Enrollment and Qualification
 - Where to look for rate/class information
- Reporting
 - Access to reporting systems
 - Expectations for DC Reporting and payment
 - Locating membership class and rates
- **Using Voya PayCloud—Presented by Voya**
- Check your Work—Review your Records Often!
 - Making Corrections
 - Consequences of Untimely Reporting



ENROLLMENT AND QUALIFICATION

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The set up of your new hires is very important. Enrolling them notifies PSERS that there's someone new out there, but for many employees it also starts time frames for certain decisions and elections that are only offered once.

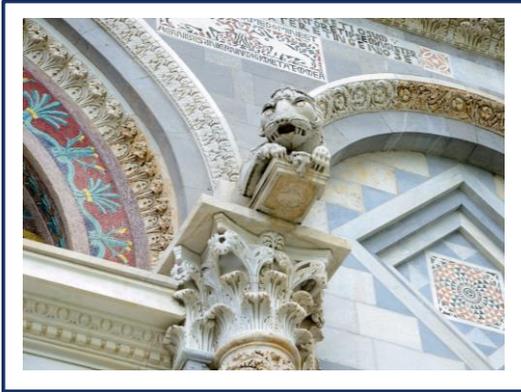
IT ALL STARTS WITH REPORTING

- **All school employees must be reported to PSERS** through the Employer Self-Service (ESS) system.
- As the system of record, PSERS needs demographic and contract record information for a complete profile.
 - Timing—enroll your new member as close to their start date as possible.
- Details contained in the contract record, such as full-time (FT) or part-time (PT) status, determine when an account is created at Voya for that employee.



PSERS is the system of record which means that this information is only accepted through the ESS system and then passed to Voya when members are eligible to participate in the DC plan. Demographic information includes name, address, email address, phone. It's the contract record that really determines what happens next. The contract record provides the full-time or part-time status, as well as the wage type, and job title. When both the demographic and contract record information are received, PSERS considers them to be enrolled. Your employees will know that this information has been submitted because they receive a Member Demographic Letter asking them to create a Member Self-Service (MSS) account to check on the details that were submitted.

DETAILS THAT MATTER: SSN AND DOB



- Errors in the SSN and/or DOB fields when enrolling cannot be edited by the employer once submitted.
- PSERS shares information with Voya, so errors will be reflected in both systems.
- To correct the information in both systems, PSERS requires *Member Demographic Change Request* form PSRS-1870.



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Correcting the misspelling for a name or updating a phone number is something that employers can edit on their own. The details that matter most are the SSN and DOB. When errors are made in these fields, employers are unable to edit it themselves once that information has been submitted. To correct it, please complete the Member Demo Change Request form and attach proof of SSN or DOB from the member. Because this information is also shared with Voya to create participant records, the sooner the error is fixed the better. The PSERS account will get corrected first, then Voya will be notified to correct it as well.

PSERS MEMBERSHIP CLASSES

Class	Rules for Eligibility
Class T-C (Act 1975-96)	Members who first qualified for membership prior to July 1, 2001, and did not elect to convert to Class T-D via the provisions of Act 2001-9 and who have not returned after a break in service.*
Class T-D (Act 2001-9)	Members who first qualified for membership prior to July 1, 2001, and elected to convert from Class T-C to Class T-D via the provisions of Act 2001-9.
	Members who first qualified for membership between July 1, 2001, and June 30, 2011, or Members who had a break in service prior to July 1, 2001, and then returned to service on or after July 1, 2001, and earned 3 eligibility points.
Class T-E (Act 2010-120)	Members who first qualified for membership on or after July 1, 2011, and did not elect to convert to Class T-F via the provisions of Act 2010-120.
Class T-F (Act 2010-120)	Members who first qualified for membership on or after July 1, 2011, and elected to convert from Class T-E to Class T-F via the provisions of Act 2010-120.
Class T-G (Act 2017-5)	Members who first qualify for membership on or after July 1, 2019, and do not elect to convert to Class T-H or Class DC via the provisions of Act 2017-05.
Class T-H (Act 2017-5)	Members who first qualify for membership on or after July 1, 2019, and elect to convert to Class T-H via the provisions of Act 2017-05.
Class DC (Act 2017-5)	Members who first qualify for membership on or after July 1, 2019, and elect to convert to Class DC via the provisions of Act 2017-05.



Membership class is dependent on when the member first reached qualifying service. On the chart, classes listed above the red line are classes that offer only a defined benefit plan. Members who qualified on or after July 1, 2019, default into Class T-G which offers members both defined benefit and defined contribution components to their benefit. Class T-G is the default class; members have the opportunity to elect into Class T-H or Class DC once they are a qualified member.

PLAN ELIGIBILITY AND PARTICIPATION—NEW MEMBERS

■ Qualified as of Day 1 of work:

- Any FT contract
 - Salaried, Hourly, Per Diem
- PT Salaried contract
 - Example: coaches

■ Must qualify to gain membership:

- PT Hourly—500 hours during the year
- PT Per Diem—80 days during the year
 - Or any combination of the above

All school employees must be reported to PSERS.



Enrollment requires two parts—we need the demographic information but also the contract record information. Once enrolled, qualification is dependent primarily on the FT or PT status. As noted on the left, most members are qualified from their very first day of work. This means that withholding contributions is required because they’ve already met the qualification requirements. It is important to note that salaried members, no matter if FT or PT are also qualified right from the beginning. We find that many coaches or other PT salaried members often are overlooked by accident.

On the right, PT Hourly and PT Per Diem members must qualify to gain membership, either reaching 500 hours, 80 days, or some combination of the two. When a member reaches the number of hours or days to qualify, PSERS will notify you. Many members work for multiple employers so PSERS system will keep track and tell you when qualification occurs.

Another note—just because you hire a new PT Hourly cafeteria worker doesn’t automatically mean the person needs to qualify first. If the employee is already an active contributing member, they may have already qualified by working for another employer. We’ll show you how to know in a few slides.

PSERS BENEFIT STRUCTURE

- **Defined Benefit (DB)** -- guarantees a monthly benefit for life based on a calculation of:



- **Defined Contribution (DC)** -- composed of contributions and investment performance based on the investment options chosen by the participant. No guarantee against loss.



Since July 1, 2019, all new members of the system default into Class T-G. But what does this mean? DB

retirement benefits are determined by a formula which is set by state law and guaranteed by the Commonwealth of Pennsylvania. Here you can see the formula is based on their final average salary, their years of service, and their Membership Class Multiplier. This is the benefit provided to members who are in classes T-C through T-F. These members are only reported on the PSERS work report.

Newer members have either a smaller DB and also a DC benefit, or only a DC benefit. New members have the opportunity to choose from a selection of membership class choices, one of which provides no DB and only has a DC component for their retirement benefit. As it states on the slide, the DC benefit is composed of contributions and investment performance based on the investment options chosen by the participant. Unlike with the DB component, there is no guarantee for gains or against losses and the member also pays the fees associated with their DC account.



ELIGIBILITY FOR THE DC PLAN—NEW PARTICIPANTS

- All new school employees hired on or after July 1, 2019 will participate in the DC Plan **ONLY WHEN** the school employee first becomes eligible to participate in PSERS.
- Salaried and FT Members **must** have DB and DC contributions withheld **from their first paycheck**.
- PT Hourly and Per Diem--**Must first qualify** for **membership** before they can contribute to the DC plan.
- PSERS will notify you on the CROQ report when you must begin to withhold for these members.
- DB contributions are retroactive to the first day of employment in the current fiscal year. DC contributions are only prospective from qualification. ⁹

Sometimes we get questions from members in our “DB Only” classes asking if they can contribute to the DC plan. The answer is no—only members who have a DC component are eligible to participate in the plan.

Withholding and reporting should occur from the beginning of employment for members who are salaried (FT or PT) or any other FT wages type.

Your PT hourly and per diem members are eligible to contribute, eventually. They must qualify and when this happens, you’ll be notified to start withholding and reporting for them. Pay special attention to stipend-based payments. We tend to see these get missed for DC contribution submission.

MEMBERSHIP CLASS ELECTION

New members who first qualify on or after July 1, 2019:

- Employees must qualify for membership to be eligible to make a class election or waive membership.
- 90-day window starting from notification by PSERS to make a class election or waive membership.
- Members default into Class T-G; no action required to remain in Class T-G.



Once qualified they have an opportunity to make a class election. How will members know they are qualified? They will receive a welcome packet and election letter explaining the classes and the due date they must respond by. If they wish to remain in Class TG, no action is needed.

WAIVING PSERS MEMBERSHIP

- PT members (SAL, HR, PD) may waive membership in the system upon qualification.
- Members will use the election wizard in MSS to either make a class election or request to waive membership in the system.
- To waive membership, the member must certify that they have an approved IRA in their name.
- Once the waiver is approved, the system will end-date any ACTIVE records and begin an ACTIVW record.
- If a member already holds waived status, additional PT contracts entered into system will reflect a waived status.
- New FT contracts: member is no longer eligible to waive and will be enrolled as a PSERS member. A class election opportunity will be provided if the member did not previously elect a class.

Reminder: Service time can never be purchased for waived service.



Part time members must first qualify to be eligible to elect an enrollment waiver. Waivers may only be granted if they certify they also hold a qualified IRA or other approved retirement plan. For first time members who wish to waive, they will do so using the MSS election wizard found on the Member portal. Employers no longer need to verify that the member holds a valid IRA or enter ACTIVW contracts to get the waiver process started.

If a part time employee with waived status takes on another part time position at your school, you will only be able to submit an ACTIVW contract for them.

If a waived employee is hired on a FT basis, the member is no longer eligible to waive membership in the system and their waived status will end. They will be a PSERS member from that point forward. They will get a new class election opportunity at that time if they did not previously make an election and contributions will need to begin being withheld.



AFTER A WAIVER IS APPROVED....

- Any contributions deducted from the member's pay prior to the withdrawal should still be reported to PSERS and Voya.
- **DB Contributions:**
 - PSERS will reverse the DB reporting upon receipt of the final monthly reporting.
 - The employer must return the member DB contributions to the member.
 - The DB member and employer contributions will be returned through a transaction visible on the ESS transaction page.
- **DC Contributions:**
 - Voya will refund the member's DC contributions directly to the member by check.
 - The employer contributions will be removed from the member's DC account but will remain in the DC Plan to be used for DC Plan expenses.

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Once notified by the CROQ report, employers should report the current payroll but discontinue reporting and withholding moving forward. Voya will refund the DC contributions to the participant. This happens quickly after Voya learns about the membership waiver for that participant. For the DB reporting, PSERS systems waits for the final reporting to be submitted. Then they will do the adjustments to the member's account by reversing the reporting. This creates a transaction in the employer's account on the Transaction page where the employer will see the contributions they need to refund to the member.



REPORTING TO THE PSERS DC PLAN

EMPLOYER REPORTING— SYSTEM ACCESS NEEDED FOR TWO DIFFERENT SYSTEMS

PSERS (DB
Reporting)
Employer Self- Service
(ESS) System

Voya (DC Reporting)
Voya PayCloud (VPC)

Each user should have their own user credentials, no sharing! Access can be requested for both systems on the same form.



With the introduction of new DB/DC classes, employer reporting occurs on two different frequencies in two different systems. PSERS has partnered with Voya as the third-party administrator for the DC component of the Plan's newest classes. PSERS reporting for the DB work information for your employees is completed monthly through the Employer Self-Service or ESS portal, while reporting the DC work information occurs on a per payroll basis through a payroll tool called the Voya PayCloud (VPC). System access requests must be made to obtain user credentials for each system to complete employer reporting.

REPORTING TO PSERS DEFINED BENEFIT (DB)

DB reporting is provided to PSERS on a monthly work report

*All eligible employees are reported to PSERS, including those enrolled as Class DC.

Demo info, contract records, and work reports are submitted to PSERS through the Employer Self-Service (ESS) system.

Work Reports must be submitted in ESS by the 20th of each month for all prior month activity.

Ex: The May work report is due June 20th

DB member contribution payments are due by the 10th of the month.

Employer contribution payments are due quarterly (March, June, September, December)



All eligible employees will be on the PSERS work report, no matter which class they are in, or ~~if~~ whether they have qualified for membership. PSERS learns about new employees when you submit demographic and contract record information through the Employer Self-Service system. PSERS Work Reports are due monthly, by the 20th of each month for all of the prior month's activity. This does conflict slightly with the due date for Member Contribution payments which are due on the 10th of each month. To make sure that you are making the correct payment, we encourage employers to upload or enter their monthly work report prior to the 10th so you have time to correct any erroneous records and to see the balance that is due for the member contribution payments.

Employer contribution payments are due quarterly, for the previous quarter. For example, the employer contribution payment that is due in June is actually for the first quarter reporting; work reports for the months of January, February, and March. PSERS provides a planning calendar on the website to show when member and employer contribution payments are due. We will touch on payments and contributions in our Employer SOA and Transaction Page section a little later.

REPORTING TO VOYA DEFINED CONTRIBUTION (DC)

PSERS has partnered with Voya as the third-party administrator for the DC Plan using Voya PayCloud (VPC).

Employers report salary and remit DC contributions directly to Voya per payroll, including additional After-Tax contributions elected by the member.

Payment to the DC Plan occurs when the file is submitted.

Report salaried wage type and all FT employees on day 1.

PT employees (hourly, per diem) cannot be reported to the DC Plan until they qualify for DB membership.

Late reporting could result in the employer paying lost participant earnings or covering missed after-tax deferrals.

RCC is the same for the DB Plan and the DC Plan.



PSERS has partnered with Voya as the third-party administrator for the DC Plan. There is a great urgency for timeliness when reporting to the DC plan because money needs to be invested as soon as possible. Reporting to Voya is on a per payroll basis instead of the monthly DB reporting to PSERS, and payment for this work reporting will be debited via ACH the day you submit the work reporting.

Unlike the PSERS work report, not all of your Class T-G members will qualify to contribute to the DC plan right away. Employees who are a salaried wage type and all FT employees are qualified to contribute from the first day of service. Part-time employees who are hourly and per diem must reach a certain number of days or hours to qualify for membership. Until a member is qualified, they are not eligible to participate or contribute to the DC plan. Unlike the DB Plan, once a PT member qualifies, the DC contributions are prospective only.

You are not able to report your new hires to Voya until their eligibility has been provided by PSERS to Voya, so it is critical that you notify PSERS as soon as possible, even for employees who may not qualify right away. Voya is notified by PSERS on Mondays of who is a newly qualified member. Employers should wait until Tuesday to submit their payroll to Voya, if possible.

PSERS members in Class T-G, Class T-H, and Class DC can elect to make voluntary after-tax contributions to the DC component of their benefit. You are notified of this in the CROQ report and are to begin withholding with their next pay.

Contributions are invested the same day. If reporting is delayed or incorrect, the employer may be responsible for any lost earnings depending on the amount.

Even though the reporting frequency is different, the compensation rules are the same for both the DB and the DC plans.



PAYMENT FOR DC FILES

- DC payroll files should be submitted to Voya by the pay date.
- You may upload them earlier in the week. They will remain in a pending status until the pay date arrives.
- Payment will be withdrawn via ACH the evening the file was submitted and transactions will display in participant accounts.
- Unlike the DB plan where you are able to have both a member and employer account on file, Voya only allows for one account where all money will be withdrawn.
- To update DC bank account or payroll cycle information, use the [Authorization Agreement for ACH Debit and Payroll Reporting Form](#) found on the Employer Forms Page.



Your DC work order file will be submitted per your payroll cycle. These files should be submitted to Voya by the pay date. You can submit them earlier in the week to Voya, just know that they will remain in a pending status until the pay date when they will be processed. Ultimately you are looking for your files to be in a submitted status. This means that the files processed successfully and payment was withdrawn. Voya will discuss other file statuses you may see when they share their section next.

Unlike payment for your DB files, the payment for your DC files will be withdrawn via ACH when the file processes, so the funds need to be in the account to cover the cost immediately. Payment goes to State St Bank, and the money is invested in participant accounts at that time the file is processed for that date, as long as the file is in the system prior to 4pm. Files received after 4pm will be processed the next business day.

Only one account per employer is allowed at Voya so all funds, participant and employer will come out of that same account. We know that sometimes payroll cycles may be realigned and bank accounts change over time. To make these changes, to your DC bank account or update a payroll cycle, please use the Authorization Agreement for ACH Debit and Payroll Reporting form. This form goes to Voya; directions are included on the form.

CONTRIBUTION RATES—FY 2025

	Employer Contribution to DB	Employer Contribution to DC	Member Contribution (DB)	Member Contribution (DC)	Total Member Contributions
Class T-G (default)	33.90% <i>less</i> employer contribution already paid to DC	2.25%	5.50%	2.75%	8.25%
Class T-H (elective)	33.90% <i>less</i> employer contribution already paid to DC	2.00%	4.50%	3.00%	7.50%
Class DC (elective)	33.90% <i>less</i> employer contribution already paid to DC	2.00%	0.00%	7.50%	7.50%

*The actual employer contribution rate will be blended so it is the **same** per member/participant, **regardless** of their Membership Class, and it is applied across total payroll.



Since payment is made at the time of file submission for DC reporting, I dropped this chart here that breaks down the contributions rate for each membership class. The light blue columns on the left represent employer contribution rates while the darker blue columns show the contributions rates that members pay per class toward their DB and DC components.

I'd like to point out this slide displays FY2025 rates.

SHARED RISK & SHARED GAIN PROVISION

IMPACTS MEMBER DB CONTRIBUTIONS

- Some membership classes now have a “shared risk/shared gain” provision
- Class T-E, Class T-F, Class T-G, and Class T-H members benefit when PSERS investments are doing well and share some of the risk when investments underperform.
- Member DB contribution rates for these classes may increase or decrease by 0.50% or 0.75% within the specified range once every three years.

Membership Class	DB Base Rate	Shared Risk/Gain Increment	Min	Max	
Class T-E	7.50%	+/- 0.50%	5.50%	9.50%	
Class T-F	10.30%	+/-0.50%	8.30%	12.30%	
Class T-G	5.50%	+/-0.75%	2.50%	8.50%	+ 2.75% DC Component
Class T-H	4.50%	+/-0.75%	1.50%	7.50%	+ 3.00% DC Component

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Navigation away slightly from DC reporting, some membership classes are subject to shared risk and shared gain. Members in these impacted classes will benefit when PSERS investments do well and conversely will share in the risk when investments underperform. Three years ago, shared risk went into effect raising the DB member contribution rates. Starting in July 2024, these rates will return to the original base rates. This does not affect the rates that participants or employers pay for DC reporting. You may also notice that Class DC is not listed on the chart; this is because there is no DB contributions submitted for that membership class.

More information on shared risk and shared gain classes is available on PSERS website.

WHERE DOES THE DC MONEY GO? INVESTMENT OPTIONS

- New Members default into a Target Date Investment based on their date of birth (ex. DOB between 1/1/88 – 12/31/92 defaults to the T. Rowe Price Retirement Blend 2055)
- Target Date Investment options are provided in the Confirmation of Class letter sent by PSERS
- Investment allocation for existing balances and/or future contributions can be changed online or by phone
 - Additional core investment options (9) offered



So, you've submitted your reporting to the DC plan and the money has been withdrawn from your account. Where does the participant's money go? When members are qualified to participate in the DC plan, their money will automatically be invested in the Target Date Investment that most closely aligns with their date of birth. Once a member's class has been determined, members receive a confirmation of class letter which includes an insert that talks about different investments they can choose from, and explains what voluntary after-tax contributions are.

VOLUNTARY AFTER-TAX CONTRIBUTION (ATC)

- Classes T-G, T-H and DC can choose to contribute additional contributions to the DC Plan on an after-tax basis.
- Election is a percentage, not dollar amount.
- Participants can change their election at any time.
- Employer payroll system calculates ATC when all other deductions have been applied. The member elected ATC percentage is then multiplied by the remaining Net pay.



At any time along their journey, a member in class TG, TH or DC may voluntarily elect to have additional contributions withheld from their pay to invest in their DC account. ATC must be a percentage rather than a dollar amount per pay. This percentage will apply to all positions held by the participant.

A participant can opt to add, delete or change their after-tax percentage as often as they like. Changes are sent over weekly to PSERS, so the most recent change is what will display for you on the CROQ report. This is another reason why reviewing the CROQ report regularly is very important.

When you hire someone with an ATC already this does not show on CROQ because no new action has occurred. Employers can view an employee's after-tax by viewing their contract record on the Roster page in ESS, or by sorting a submitted work report on the Work Reports page.

Recognizing this has been confusing for employers, particularly for those hired who already had an ATC, PSERS is sending out emails on a weekly basis to notify employers of changes to their employee's ATC.

When you get notice of after-tax changes on a CROQ report, you will want to make the change in your payroll system so that the next pay date these contributions are withheld and reported to VOYA. PSERS is sending notifications as well to ensure that ATC elections are promptly updated. Participants are informed their ATC election may

take up to two pay cycles to begin being withheld or for changes to occur in their rate. If ATC is not withheld and reported, PSERS will ultimately end up charging the employer for 40% of the ATC amount that is owed, plus lost earnings.

AFTER-TAX CONTRIBUTION (ATC) CONT.

- ATC must be deducted until the participant makes a change through Voya.
 - Employers are notified of ATC changes on the CROQ report
 - For new hires, check Roster or Work Reports pages in ESS for ATC
 - Additionally, PSERS is providing emails ATC updates



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WHAT IS THE CROQ REPORT?

- Change in Member Class/Rate or Obtaining Qualification
- The CROQ Report notifies you about employees who have:
 - Qualified for membership
 - Made a class election (T-H or DC)
 - Waived membership
 - Elected/changed after-tax contribution (ATC) percentage
- CROQ Report is generated on Mondays
- Where can I find the CROQ Report?
 - Under Documents Tab in ESS
 - Use Generate Reports link on ESS Home page



If you aren't familiar with the CROQ Report, employers receive the Change in Member Class/Rate or Obtaining Qualification Report in ESS on Mondays. This report provides notifications to employers about members at their school who have reached qualification, have made a class election, have waived membership and/or who have made an after-tax contribution percentage election. The most common thing on the CROQ report is the notification that one of your employees has qualified. The CROQ Report is generated every Monday and is available for you to access through the Generate Reports link on your ESS dashboard or through your documents tab.

IDENTIFY THE CORRECT MEMBERSHIP CLASS BY MEMBER

- View membership class on Roster Tab for individual employees.
- Take notice of the Withhold Info:
 - Required**-Must withhold both DB/DC contributions
 - Optional DB/No DC** means that the member has not qualified so they cannot contribute to the DC plan.
- If a member has elected a membership class or has an after-tax election through a previous employer, you must check for current class and rate information.

Membership Class and Rates	
Current Class	TG
DB Contrib Rate	6.25 %
DC Contrib Rate	2.75 %
DC Employer Share	2.25 %
After Tax Def %	1 %
Withhold Info	Required

Don't forget to look for an After-tax election!



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With seven (7) existing membership classes in addition to members who may have elected an enrollment waiver, you must check to see what class a member belongs to when they are hired. If a member elected a class with a previous employer, you will not receive a special notice that they are part of class T-H or DC. This is why it is important for you to review the membership details screen prior to beginning payroll deductions. Additionally, T-G, T-H and DC members can elect to have additional after-tax contributions provided to their DC account so you will want to see if a member has selected an after-tax contribution percentage, this will also be seen on the membership details screen.

CHECK STATUS ON CONTRACT RECORD FILE

- Review ATC %, Membership Class, and withholding status for members on submitted Contract Record Files

DC Contrib Rate	DC Employer Share	After Tax Der%	Current Class	Withhold
2.75	2.25	0	TG	Required
2.75	2.25	0	TG	Required
2.75	2.25	0	TG	Required
2.75	2.25	0	TG	Optional DB/No DC



Once a contract record file has been processed, you can review the details of membership class for each member on the file when you scroll to the right. The far-right column will display the withholding status for each member. “Required” indicates that you must withhold both the DB and DC contributions for that member. “Optional DB/No DC” means that they need to qualify. It is at the employer’s discretion whether they withhold the DB contributions or use WNC (Wages No Contributions) when reporting members on their work report. Members must qualify before they are eligible to contribute to the DC component. Similar to the individual member look up, the contribution rates for DB, DC, and any voluntary after-tax contributions will display here.

VOYA DEMOGRAPHIC FILE

- New Demographic Information is received by Voya on Mondays.
 - Newly qualified members
 - Class Elections or reclassifications to an earlier class
 - Members approved for an enrollment waiver
 - Members who have made a voluntary After-Tax Contribution (ATC) election
 - Members who have terminated employment with all schools or who are deceased.
 - Address updates



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At the same time you're learning who qualified or made a class election on the CROQ Report, PSERS sends a file each Monday to Voya that provides updated information also. Newly qualified members make up most of the file. These are new employees who are qualified as of day 1 or PT employees who have now reached qualification. When Voya receives these members on the file, a new profile will be created that will enable you to report DC contributions for them. There is a lot of other information contained on this file as well, which keeps the details current in Voya's system.



Using Voya PayCloud





Plan 625010: 625010

As of Y

[Go to Plan Summary](#) [Customize Your Experience](#) [Contribution Submission](#)

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](#)

Sponsor Web - Contribution Sui: x Voya PayCloud

https://voyapaycloud.accp.voya.com/voyapaycloudui/#/plans

VOYA FINANCIAL **Voya PayCloud** [Help](#) | [Exit](#)

List of Plans

Search by: Plan Number Search

Plan Number	Plan Name
625010	PSERS School Employees' Defined

1 to 1 of 1 Page 1 of 1

List of Hub Plans

Search by: Hub ID Search

Hub ID	Hub Name
HUB_521	PSERS FTP FILES ONLY

The screenshot shows a web browser window with the address bar displaying <https://sponsor.accp.voya.com/sponsor/secure/b2bservices/bobdashboardui/contributionsubmission>. The page features the VOYA Financial logo in the top left corner and a navigation menu with 'Home', 'Reports', and 'Processing Center'. A user profile icon in the top right shows 'Hi, DVW User psers'. The main content area is titled 'Contribution Submission' and includes a sub-header 'Automated remittance processing makes sure your contributions are processed quickly, accurately and efficiently, every time.' Below this, a bullet point links to 'Voya PayCloud' with the text: 'This electronic payroll interface automatically reconciles the data you provide with our record keeping system, giving you control over payroll contribution processing accuracy.' The footer contains the VOYA Financial logo, copyright information for 2023, and links for 'Terms of Use', 'Accessibility', 'Security', and 'Privacy'.

VOYA
FINANCIAL

Home Reports **Processing Center**

625010 PSERS
Hi, DVW User psers

Contribution Submission

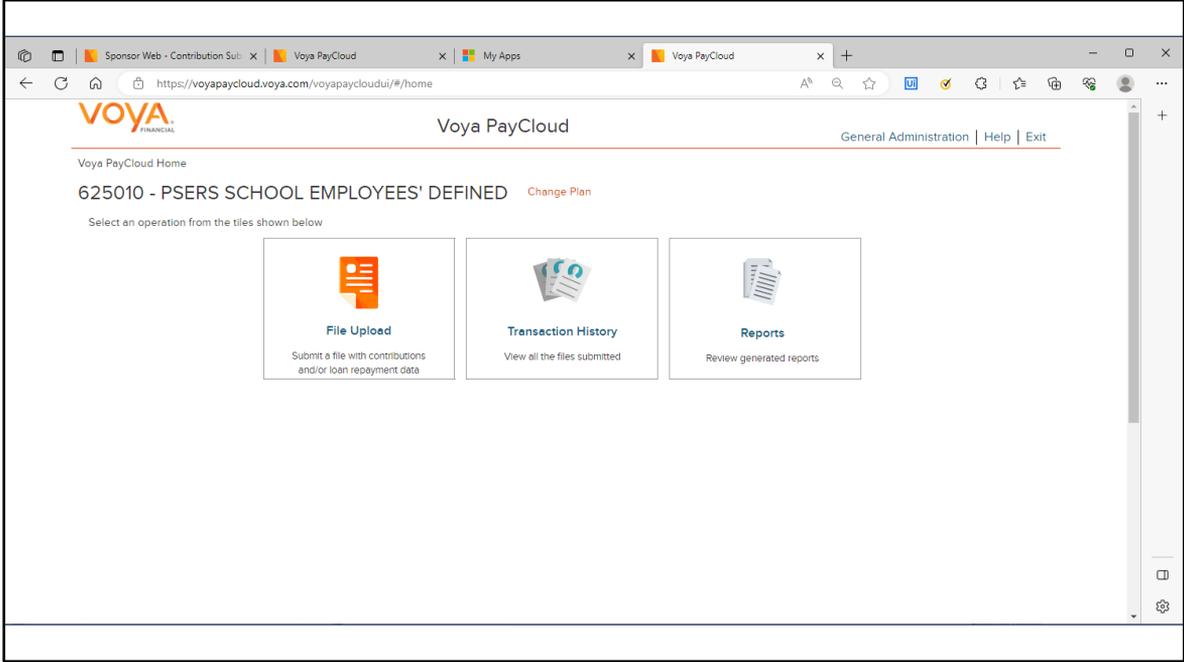
Automated remittance processing makes sure your contributions are processed quickly, accurately and efficiently, every time.

- [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.

VOYA
FINANCIAL

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Voya PayCloud Home > File Upload

625010 - PSERS SCHOOL EMPLOYEES' DEFINED

File upload details for selected plan

Make sure this matches your PSERS Employer Code on your file.

Select Division/Location

Data map

**Choose based on file type
(Excel vs TXT/Notepad file).**

Select a File

Browse...

Schedule Date (MM/DD/YY)  **Only enter schedule date if you do not want file to
process on current day.**[← Back](#)[Continue](#)

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.

- Be sure you are selecting the correct file/pay period when beginning your contribution submission.
- Missed contributions can be made the same way as regular pay period contributions, they need to be submitted on their own file – template available on Voya/PSERS DC Plan Resources Page – One pay period is allowed per file.



EXCEPTION FILES ON VOYA PAYCLOUD

- The primary reason you would use this function is due to an employee not being on file with Voya's systems at the time you attempt to upload a contribution file.
- Voya receives demographic info at the end of every week from PSERS. If an employee isn't on file, typically Voya will receive their information by the end of the week. It is then recommended to return to the Voya PayCloud system and push their contribution through the following Tuesday.
- Check your Transaction History frequently. If your file does not show as "Submitted" there is still additional review/steps needed for completion.



625010 - PSERS SCHOOL EMPLOYEES' DEFINED

Search by:

<input type="checkbox"/> Exclude ALL	Participant ID ▼	Participant Name ▼	Error Message ▼	Type ▼	Status ▼	Action
--------------------------------------	------------------	--------------------	-----------------	--------	----------	--------

<input type="checkbox"/>	876538957		Participant not on file	Error	Needs Attention	Edit Records
--------------------------	-----------	--	-------------------------	-------	-----------------	------------------------------

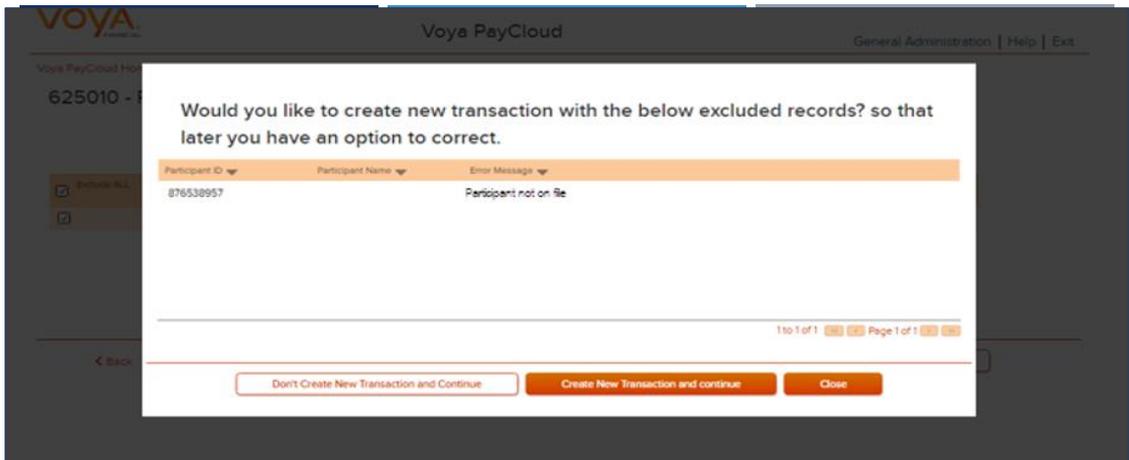
[← Back](#)

Here we can see the SSN of the employee Voya does not yet have a profile/record for.

Check the "Exclude" box to the left of the employee and click submit.

If the error is PPT not on file, these can usually be Submitted the following week.





The system will ask if you want to create a new transaction and continue or leave this person off entirely if they do not need to be reported to Voya.



Voya PayCloud Home > Transaction History

625010 - PSERS SCHOOL EMPLOYEES' DEFINED

Start Date: 08/14/2023  End Date: 08/14/2023 

Transaction Mode: All 

[Refresh](#) [Export Submitted Batches to CSV](#)

Search by:  Search 

Transaction Id	Submitted Date	Payroll Date	Transaction Mode	Transaction Type	Division/ Location	Status	Sche Date
5013952	08/14/2023	08/14/2023	File Upload	Combined	0011 CONEWAGO VALL...	 Contains Errors	View Details
5013947	08/14/2023	08/14/2023	File Upload	Combined	0011 CONEWAGO VALL...	 Submission in Progr.	View Details

This will process all employees from your original file who are confirmed on system and create a second file for those employees who could not be processed yet. Try to process the second file the following week. Click "View Details" to the right and submit from that next screen.

PLEASE BE SURE TO work through the files that are not showing as "Submitted" as these files will not go away and need additional review.



FILE STATUSES

Contains Warnings

- Additional action is needed. Once you have reviewed the Warnings and ensured no additional actions are needed. Submit the file for processing.
 - 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.



When you have a file in "Contains Warnings" and you need to work/submit that file, Click on "View Details"

Voya PayCloud Home > Transaction History > Error Details

625010 - PSERS SCHOOL EMPLOYEES' DEFINED

Search by:

<input type="checkbox"/> Exclude ALL	Participant ID	Participant Name	Error Message	Type	Status	Action
<input type="checkbox"/>	[REDACTED]	[REDACTED]	Warning: 1 Processed terminated part, Warning: A Processed terminated part	Warning	Warning	Edit Records
<input type="checkbox"/>	[REDACTED]	[REDACTED]	Warning: 4 Processed terminated part, Warning: B Processed terminated part	Warning	Warning	Edit Records
<input type="checkbox"/>	[REDACTED]	[REDACTED]	Warning: 1 Processed terminated part, Warning: A Processed terminated part	Warning	Warning	Edit Records
<input type="checkbox"/>	[REDACTED]	[REDACTED]	Warning: 1 Processed terminated part, Warning: A Processed terminated part	Warning	Warning	Edit Records

Review the warnings and if everything is correct, click Submit. You will be brought back to the Transaction History Screen where it will show "Submission in Progress" until it goes through the final checks and shows Submitted.



FILE STATUSES CONTINUED

Contains Errors

- Additional action is needed. 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.



When you have a file in "Contains Errors" and you need to work/submit that file, Click on "View Details"

Voya PayCloud Home > Transaction History > Error Details

625010 - PSERS SCHOOL EMPLOYEES' DEFINED

Search by:

<input type="checkbox"/> Exclude ALL	Participant ID	Participant Name	Error Message	Type	Status	Action
<input type="checkbox"/>	[REDACTED]	[REDACTED]	Error: Participant record not found. Please correct the file and re-submit. Error: Employee and Employer contributions are required.	Error	Needs Attention	Edit Records
<input type="checkbox"/>	[REDACTED]	[REDACTED]	Error: Participant record not found. Please correct the file and re-submit. Error: Employee and Employer contributions are required.	Error	Needs Attention	Edit Records
<input type="checkbox"/>	[REDACTED]	[REDACTED]	Error: Participant record not found. Please correct the file and re-submit. Error: Employee and Employer contributions are required.	Error	Needs Attention	Edit Records

Review the errors and "Edit Records" as needed. If the Error is PPT not on file, then you can wait until the following week to see if they are then on file. If the name appears on this screen, then the PPT is now on file and the file can be submitted. Once you Submit, you will be brought back to the Transaction History Screen where it will show "Submission in Progress" until it goes through the final checks and shows Submitted.



FILE STATUSES CONTINUED

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.
- Additional action is needed. 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.
- Additional action is needed. 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.



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	
<p>Processed terminated participant</p>	<p>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:</p> <ol style="list-style-type: none"> 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 <p>Once you have confirmed that the PPT really should be receiving the contribution, the User can continue and Submit the Contribution File.</p>
ERRORS	
<p>Pre-Tax Calculation1 error, rate exceeds variance (Provided XXX.XX Expected XXX.XX)</p>	<p>For these three errors, the only difference is the type of money associated with the error message.</p> <p>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.</p> <p>If you get this type of error, you will want to go back to your numbers and make sure everything is correct.</p> <p><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.</p>
<p>Employer Share Calculation1 error, rate exceeds variance (Provided XXX.XX Expected XXX.XX)</p>	
<p>After Tax Calculation1 error, rate exceeds variance (Provided XXX.XX Expected XXX.XX)</p>	



ERRORS (continued)

<p>Participant record not found. Please correct the file and re-submit.</p>	<p>This means that the PPT is not in our record keeping system at the time the user tried to Submit the File.</p> <p><u>Action Needed:</u> 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.</p> <p>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.</p>
<p>No Deferral Rate</p>	<p>This means that there is no Contribution percentage on file for the PPT.</p> <p><u>Action Needed:</u> 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-PSERS@voya.com or call 1877.806.5652) 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.</p>
<p>Mandatory Pre-Tax and Employer Contributions are required</p>	<p>This means the information is missing from the Contribution File and would need to be added/corrected for the file to be submitted.</p> <p><u>Action Needed:</u> 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.</p>



ERRORS (continued)

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.



BIRT Report and CCA Report

Voya PayCloudGeneral Administration

Voya PayCloud Home > Reports Home

625010 - PSERS SCHOOL EMPLOYEES' DEFINED

Select an operation from the tiles shown below

 BIRT Reports Review BIRT reports	 CCA Reports Review CCA reports
---	---

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

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BIRT REPORT (Business Intelligence Reporting Tool Report)

- On-demand report where the user will be able to input custom criteria to produce a report for a specific timeframe.
- For only the user's location, 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**.

625010 - PSERS SCHOOL EMPLOYEES' DEFINED

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 (MM/DD/YYYY)



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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 user's PSERS Location 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 (CSV 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.

BIRT Report

Submit Dates from 04/01/2024 to 04/30/2024

[Export](#)

Search by:

Plan Number	File Description	File Type	Frequency	Submission Mode	Submit Date	Payroll Date	Transaction Total	Status	
625010	625010	04252024	Payroll	bi-weekly	File Upload	04/25/2024	08/11/2023	302.79	Submitted
625010	625010	04252024	Payroll	bi-weekly	File Upload	04/25/2024	12/06/2023	13,073.96	Submitted
625010	625010	04252024	Payroll	bi-weekly	File Upload	04/25/2024	12/20/2023	12,870.68	Submitted
625010	625010	04252024	Payroll	bi-weekly	File Upload	04/25/2024	01/04/2024	2,300.88	Submitted
625010	625010	04192024	Payroll	bi-weekly	File Upload	04/19/2024	01/12/2024	15,585.58	Submitted
625010	625010	04252024	Payroll	bi-weekly	File Upload	04/25/2024	01/11/2024	55.13	Submitted
625010	625010	04222024	Payroll	bi-weekly	File Upload	04/22/2024	02/09/2024	4,907.12	Submitted
625010	625010	04102024	Payroll	bi-weekly	File Upload	04/10/2024	02/02/2024	343.32	Submitted
625010	625010	04192024	Payroll	bi-weekly	File Upload	04/19/2024	12/29/2023	17,113.15	Submitted
625010	625010	04082024	Payroll	bi-weekly	File Upload	04/08/2024	01/15/2024	18,661.03	Submitted
625010	625010	04252024	Payroll	bi-weekly	File Upload	04/25/2024	02/14/2024	13,292.20	Submitted
625010	625010	04232024	Payroll	bi-weekly	File Upload	04/23/2024	02/01/2024	2,653.33	Submitted

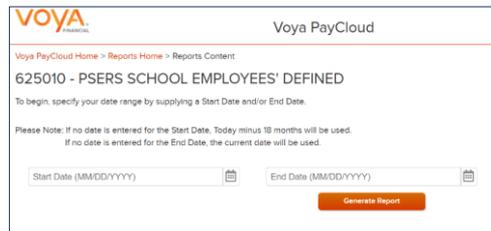
[Back](#)

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[Click here for supported browsers](#)



CCA REPORTS (Cash Control Account Report)

- The CCA Feedback report will only return results for the Locations 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 (CSV 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.



The screenshot shows the Voya PayCloud interface. At the top left is the Voya logo. The page title is "Voya PayCloud". Below the title is a breadcrumb trail: "Voya PayCloud Home > Reports Home > Reports Content". The main heading is "625010 - PSERS SCHOOL EMPLOYEES' DEFINED". Below this, there is a prompt: "To begin, specify your date range by supplying a Start Date and/or End Date." A "Please Note" section states: "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." There are two date input fields: "Start Date (MM/DD/YYYY)" and "End Date (MM/DD/YYYY)". Below these fields is an orange "Generate Report" button.



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CCA Report

 Export

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

Files Processed from 04/01/2024 to 04/29/2024

Search by: 

Plan Number	Plan Name	Div/Sub	Folder Name	CCA ID	Total Debited	Contribution Total	Status	Create Date
625010	PSERS School ...		240402CF	024040...	3,449.96	3449.96	Closed	04/02/2024
Total					3,449.96	3449.96		
625010	PSERS School ...		240402CF	024040...	7,351.35	2329.25	Closed	04/02/2024
625010	PSERS School ...		240402CF	024040...	7,351.35	2207.79	Closed	04/02/2024
625010	PSERS School ...		240402CF	024040...	7,351.35	2814.31	Closed	04/02/2024
Total					22,054.05	7351.35		
625010	PSERS School ...		240402CF	024040...	8,780.12	8569.01	Closed	04/02/2024
Total					8,780.12	8569.01		
625010	PSERS School ...		240402CF	024040...	19,960.42	19960.42	Closed	04/02/2024
Total					19,960.42	19960.42		
625010	PSERS School ...		240425CF	0240425...	101.43	101.43	Closed	04/25/2024
Total					101.43	101.43		



UPCOMING CHANGES

Updated Column order:

1. Transaction Id
2. Submitted Date
3. Payroll Date
4. Scheduled Date
5. Transaction Total \$
6. Status
7. Division/Location
8. Transaction Mode
9. Transaction Type
10. File Name

Additional Filters on Transaction History Screen

- See red box on screen shot
 1. Select Division/Location (Drop down field)
 2. Payroll Start Date (Date/Calendar field)

Note: Show default selection of 1 month for Start and End date fields

Voya PayCloud
General Administration | Help

Voya PayCloud Home > Transaction History

625010 - PSERS SCHOOL EMPLOYEES' DEFINED

Start Date: 03/24/2024 End Date: 03/24/2024

Select Division/Location: [Red Box]

Payroll Start Date: 03/24/2024

Transaction Mode: All [Red Box]

Buttons: Refresh, Export Submitted Entries to CSV

Search by: Status Search

Transaction Id	Submitted Date	Payroll Date	Scheduled Date	Transaction Total \$	Status	Division/Location
5076987	03/24/2024	03/24/2024	03/24/2024		Submission in Prog	
5076986	03/24/2024	03/24/2024	03/24/2024	35.22	Submitted	
5076945	03/24/2024	03/24/2024	03/24/2024	0.00	Submitted	
5076954	03/23/2024	03/23/2024	03/23/2024	0.00	Submitted	
5076949	03/22/2024	03/22/2024	03/22/2024	13.78	Submitted	
5076945	03/22/2024	03/22/2024	03/22/2024	52.85	Submitted	
5076937	03/22/2024	03/22/2024	03/22/2024	0.00	Submitted	
5076904	03/22/2024	03/22/2024	03/22/2024	176.41	Submitted	
5076901	03/22/2024	03/22/2024	03/22/2024	185.53	Submitted	
5076900	03/22/2024	03/22/2024	03/22/2024	102.52	Submitted	

Page 1 of 2



UPCOMING CHANGES CONTINUED

Once the transaction is submitted successfully, user will be redirected back to Transaction History page that will look like the screen shot here.

This is much like the confirmation screen that used to be in VDG after submission.

VOYA FINANCIALS Voya PayCloud [General Administration](#) | [Help](#) | [Exit](#)

[Voya PayCloud Home](#) > [File Upload](#) > [Review Details](#)

625010 - PSERS SCHOOL EMPLOYEES' DEFINED

Review Audit Summary

Transaction ID: 5076587	User ID: 1716659
Transaction Name: FILE_UPLOAD	Override ACH Debit: N
Transaction Status: READY_TO_POST	Source File: 2024-03-24 08:19:12_L625010_Fin_unk0y33wtp03242450000.csv
Transfer Mode: Production	Total Batch Amount: \$35.22
Payroll Date: 03/24/2024	Total File Amount: \$157.10
Sequence Number: 2	
Total Number of Transactions: 10	
Total Number of Participants: 1	

Plan Number	Plan Name	Division/Location	Compensation Amount	Loan Repayment Amount	EE-Contribution Amount	ER-Contribution Amount	Total Remittance Amount
625010	PSERS SCHOOL EMPLOYEES' DEFINED		\$10.07	\$10.03	\$5.06	\$5.06	\$35.22

GENERAL TIPS

- Refund Checks
 - If a refund was for an individual employee, the check notes will reference the employee's last 4 of SSN, Last name, First Name. (Example – 1234 Smith, Jane)
 - If for a full work order, the check notes will reference the Transaction ID for the work order followed by Duplicate Posting (Example – 1234567 Duplicate Posting)
 - There is a character limit on this so its possible that the last portion may be cut off.
- Adjustments (Missed contributions, After-Tax only transactions) – Identified by file name. This will contain Voya's internal Task ID, VOYA, and the 4-digit Employer Code.
 - Example: t24010162t7_VOYA_1234

Division	Division/ Location	Status	Scheduled Date	Transaction Total \$	File Name
Uninsured	[REDACTED]	Submitted		992.25	t24010162t7_VOYA_1234_rhodtt0syqes.xlsx View Details Delete

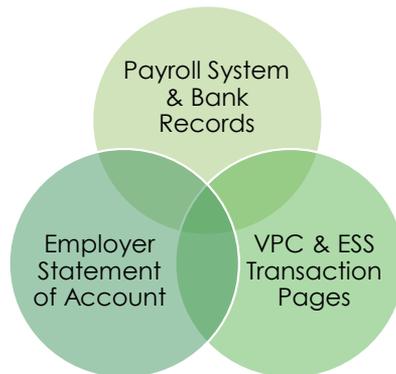




IMPACT OF UNTIMELY OR INCONSISTENT REPORTING

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The next section of our training explains some of the impacts of untimely or inconsistent reporting, as well as ways to avoid those situations. We have some resources to help you on our DC Plan/Voya Resources tab as well.



TRACKING AND COMPARING REPORTING

Reconciliation is an integral part of reporting and should occur after each report is showing released in ESS. Your own payroll system is the first place to look to see what was paid to an employee. This amount should match wages reported to PSERS and VOYA for the same time period. When reporting to PSERS there are two tools that can help you keep track of what has been reported, paid, adjusted, purchased, or credited on your account. The Employer Statement of Account and the Transaction Page in ESS. For Voya, downloading a copy of the file you reported may assist you in tracking what was reported per employee.

The employer statement of account documents are generated monthly, about the 10th of each month for the previous month's activity. PSERS receives financial data on Fridays from the DC plan which may cause a delay in statement generation. PSERS will wait for the Friday data transfer to be sure any credits for reporting to the DC plan are also captured and posted within that month. You can use the statement to track the DC credits to be sure that you are being credited properly for the employer payment you've already paid per file to Voya. Those credits reduce the remaining payment due each quarter to PSERS.

The other tool, the ESS Transaction Page, formerly known as the Account Tab, shows all

transactions posted to your employer account. This page updates in live time, giving you an advantage over the Employer Statement of Account documents because the information may show new details that won't be updated on your statements until the following month.

Using these tools in conjunction with your payroll system information will help you to track transactions, reconcile credits and debits and maintain accurate accounting of each different fund type.

DC PAYMENT TRANSACTIONS

01/28/2022 >	01/06/2022	2479558	Payment	for 01/06/2022 Payroll	Open		(\$348.07)	\$0.00	\$0.00
01/28/2022 >	01/20/2022	2479176	DC Payment	DC Pmt 01/20/2022 for 01/20/2022 Payroll	Open		(\$342.08)	\$0.00	\$0.00
12/23/2021 >	12/23/2021	2475957	Payment	Dep. Date 12/23/2021	Open		\$0.00	(\$1,379.61)	\$0.00
12/22/2021 >	12/01/2021	2475325	WH Report	Billing Rpt 2021-12	Open	01/10/2022	\$177,186.73	\$0.00	

For each payroll you report through Voya PayCloud, you are charged for the member contributions and the DC employer contributions at the time of submission. This information is sent to PSERS via a weekly financial file that creates a “DC Payment” transaction with the payroll date displayed with the amount you paid to the DC plan for that payroll.

These credits reduce your overall employer contributions that are due quarterly. If you click on the posting date for details about this type of payment, there’s not much to see. It does not display any member data for what was submitted to Voya. You will only see the total for the employer contribution. It is visible as a negative (red) number in the Transaction page grid. These DC credits will reduce the overall quarterly employer contribution total that is due to PSERS.

DC Credit payments are applied to the work reports that correspond with the monthly work report submitted to PSERS once the report is released. For example, payrolls reported to the DC plan in May will apply to the May work report once it is received in June.

IMPACTS OF LATE REPORTING

- Earnings assessed for late DC Reporting
- VPC will continue to send Late Contribution Emails until a work order is satisfied (returning in June)
- Employer charged 40% to satisfy missed ATC
- Potential earnings assessed for late DC reporting
- Subsidy loss
- Complexity of correction may increase as time passes
- Member status changes or elections may have taken place that were missed being marked in your system.
 - Ex: The member has terminated but you failed to withhold all the contributions. You can reach out to see if you can recoup them, but it's more likely that the school will have to pay instead.



Many impacts related to late reporting are financial in nature. You may find unexpected interest charged to your account that could have been avoided, or in the DC plan, you may be responsible for making up for lost earnings on money that should have been reported and invested.

Another financial consequence of late reporting or payments is when they happen later than the quarter end. In this instance you could create a situation where subsidy is taken to satisfy unfulfilled DC payment. These are funds the district may be relying on for a positive cash flow.

Other impacts may cost you more time than money. For example, if someone has made a class election, waived membership, or has been out or returned from a period of leave, it may take longer to correct and process reporting.

TOOLS TO USE TO AVOID LATE REPORTING

- Become familiar with the resources on the DC Plan/Voya Resources web page:
 - Voya PayCloud (VPC) User Guide
 - Video training demo that shows how to use the system
 - FAQs that have previously been asked
 - Excel Reporting Template for reporting or corrections
 - Keep contact information and system access up to date for the right people at your school
 - Send requests to PSERS to discontinue access for office staff that no longer need to use reporting systems. (*PSERS Employer Reporting System User form PSRS-1270*)



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There is a lot of information available to you on the PSERS website on the DC Plan/Voya Resources page (under the Employer tab).

We know there are new people assisting and assigned to complete the DC reporting. The VPC User Guide and video from last year's training demonstration for how to use the system in a step by step manner are two of the best resources to help you get started. If you have specific questions about the DC plan, check out the FAQ document.

Most importantly if you realized that you need to report something that was missed, or perhaps have an off-cycle pay to report, there is a blank excel reporting template for you to use to upload that into VPC. Please be sure to enter your 4-digit employer code when using this template.

HOW DO YOU KNOW IF YOU'RE MISSING SOMEONE?

- Total Service Credit Report
- Summary Report
- Check settings at the beginning of each school year
- Ask employees to review statements and pay stubs



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PSERS offers a few reports that can point you in the right direction for the employees with a DC component. The Total Service Credit Report can be pulled on demand to show you the total service credit each member has currently but also displays which membership class and how many eligibility points each member has. An eligibility point is granted each year money is reported to the DC plan. You can use this to hone in on your TG, TH, and DC employees to make sure withholding and reporting is accurately happening.

The Summary Report can also be pulled on demand. This report will only show the wages and service for what was reported to the DB plan (PSERS WR) but it is useful to cross-reference to be sure the same wages are being reported to both the DC and DB plans for qualified members.

Do a review of the settings for your DC members to make sure that withholding is still set to occur and that those members are making it onto your DC files. Likewise, be sure that the percentages for any ATC members are up to date at the start of the year.

Finally—share the responsibility. Your employees should review their Quarterly DC statements, their annual PSERS Statement of Account received in the fall, and their own

pay stubs to spot discrepancies. We know that mistakes brought to your attention directly tend to get fixed quickly!

MAKING CORRECTIONS

- The pay date matters! Please report per pay date, no lump sums please
- Files can only have one record per participant and must use the same pay date
- Records with negative amounts can be included on a payroll file as long as the overall files total is positive
- Remember Retirement-Covered Compensation (RCC) rules. Ineligible payments include:
 - Payouts for unused sick time
 - Bonuses
 - Expenses or Fringe Benefits
 - Severance payments



It is recognized that PSERS had not been reconciling omitted participants or missed ATC on a regular basis prior to this year. We apologize for the delay as we worked with legal counsel and Voya to ensure we were handling these corrections appropriately. For the initial clean-up effort to fix these missed contributions PSERS handled the clean-up directly due to the volume and complexities associated with going back to the inception of the plan but with our now timely review and notice, employers are able to adjust from April and forward.

Gains and losses are determined by when investments occur. Be sure to use the actual pay date, not the day you are making the correction when submitting files, and to the extent that it is possible, please avoid reporting in a lump sum for a period of time.

The PSERS ESS system will not allow you to include records with negative amounts on your work report files, but Voya's system will allow you to include them in VPC. To do this, the overall file value must be positive. If the only record you are submitting is for a negative amount, you will need staff assistance to fulfill this request.

The rules for payments that are eligible to be reported are the same as for your DB PSERS Work Reports.

CORRECTIONS—USING YOUR MAIN REPORTING FILE

■ Scenarios--Main reporting file using the “self-correction” method

1. Jane was overreported by \$300 in a prior pay cycle and it is realized in the same pay period where she earned \$1,500. Voya's preference is to alter the reporting to net this to \$1,200 reported to the plan, rolled in to one transaction with the current pay roll date to make the correction.
2. In the reverse, if Jane was overreported by \$1,500 but only earned \$300, the reporting on that week's file would reflect -\$1,200 with the current pay roll date, as one transaction. For this to work, the overall file total must be positive for the system to process this.



CORRECTIONS—USING THE MANUAL TEMPLATE

- Scenarios—Manual reporting file using individual transactions
 1. If Jane's correction needed to be a single transaction to represent a separate correction date and the value is positive, the manual template can be used to submit that.
 2. If there are multiple corrections for the same pay date, Jane's negative record can remain if there are other positive records included.



TERMINATION RECORDS

- Termination records should be entered only when member leaves **all** district employment.
- Wait to enter the record when a termination date is known, and you can identify when the last pay will be issued.



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Finally, the end of the school year is upon us! It is important to add termination records for employees who no longer work in the district, whether they are pursuing retirement or not. Termination contracts should not be used for transitioning an employee from one position to another. Only a new active contract record need be created with the start date the same as the end date of the previous active contract record.

Termination contracts are used to alert Voya when someone no longer works for any PSERS employers. This is one of the pieces of information shared on the weekly demographic file to Voya. The termination date and the BOC flag date are important because it signals when a participant is allowed to request a distribution from their account.

BOC & SERVICE FLAGS ON TRMNTN CONTRACTS

Voting Status*	Contract Status*
Non-Certified	Eligible
BOC Flag	Service Flag
Yes	Yes
BOC Svc Report	
07/31/2023	



Let's start with how to enter the BOC and Service Flags properly. This information is used to identify if there is still outstanding reporting for the member beyond the month in which the member terminated employment. BOC dates help PSERS prioritize when benefits are processed and paid but it indicates to Voya when participant reporting is expected to be complete as well.

An easy way to remember when to use BOC flags is if they are being paid outside the month in which they terminate or in the case of a deceased employee when they pass away. Then a BOC flag is needed and should be set to "Y" for yes. You will be prompted to enter the month that the member's final pay will be **reported**. This date should be entered as the last date of that month. Example: If July will be the last reporting month for a member who terminated in June, the BOC flag would be set to "Y" and the date 7/31/2023 would be entered. This enables the employer to report wages after a member has terminated allowing the employer to enter the right part of the member's story at the right time. The BOC Svc Report date will tell PSERS technicians to expect more reporting after monthly report for the last day worked.

If all wages including any ancillary wages from extracurricular positions or part time earnings will be reported to PSERS within the same month as termination, the BOC flag

can remain as “N” for no and there is no need to enter a date. PSERS technicians will know all reporting is completed with the monthly report of the term date.

Once the BOC and Service Flags are entered through the ESS, you will not be able to edit those fields. Please be sure to identify which pay month will be their last payroll before setting those fields. Or wait to enter the termination record until confirmation of final pay and service time is received.

If it is realized that the flags or dates you’ve set are incorrect, please contact your ESC rep so they may be corrected. Failure to do so may cause benefits to be calculated prior to all final reporting. This may result in incorrect benefits that will need to be reprocessed and a potentially angry member in your business office asking why their benefit is being recalculated.

DC ACCOUNT DISBURSEMENTS

- Participants must
- Terminate from ALL school employment prior to making this request.
 - Funds available term date + 30 days, OR
 - The last day of the BOC month (ex—if paid through August, available to disburse after 8/31)
- Contact VOYA directly to request disbursements from their DC Account

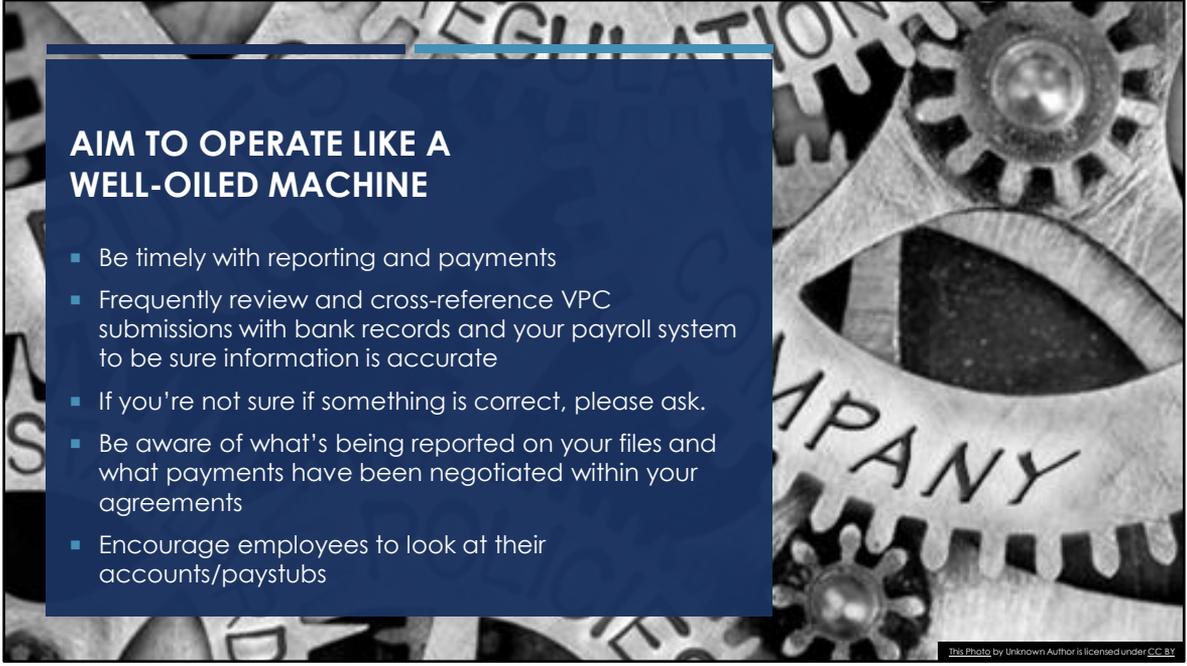


Termination for all school employment is required before a participant may request a disbursement through Voya, but we also want to make sure that all reporting is complete so it can be paid out appropriately once. Participants can request a distribution of their DC funds by logging in through the Voya website directly, using the link from MSS into their DC account, or by speaking to a Voya customer service representative.

Participants have options depending on the size of their balance. If their balance is greater than \$5,000 they may choose to leave their money in the DC plan; the DB and DC benefits are separate.

If their balance is less than \$5,000, the participant will receive a letter from Voya telling them that they will be receiving a check for their money or giving options for moving it into a different account.

If balances are small and no direction is otherwise provided by the member, the account will issue a check.



AIM TO OPERATE LIKE A WELL-OILED MACHINE

- Be timely with reporting and payments
- Frequently review and cross-reference VPC submissions with bank records and your payroll system to be sure information is accurate
- If you're not sure if something is correct, please ask.
- Be aware of what's being reported on your files and what payments have been negotiated within your agreements
- Encourage employees to look at their accounts/paystubs

With your help, the data reported to the DC plan will allow accounts to be invested at the proper time and have the chance to grow into a reliable source of retirement income. Take time to report on time and review what has been submitted to catch errors quickly.

Employer Contact Info

Assistance from PSERS

PSERS Employer Service Center

1.866.353.1844

Hours: 8:00 a.m. to 4:00 p.m. ET
Monday – Friday

Direct questions by email to your regional
ESC representative

Voya Dedicated PSERS Payroll

Email Inbox: ID-PSERS@voya.com

Reference your work order ID and 4-digit
Employer Code in the subject line.

Provides detailed information or research for work
order challenges

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

Assistance from Voya

VOYA Employer Help Line **1.877.806.5652**

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

- Answer general questions about work orders and the Voya PayCloud.
- Assist in submitting a work order in the Voya PayCloud system.
- Delete work orders 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

PSERS Employer Accounting Unit Resource Account

Email Address: RA-PSERSEMPACCT@pa.gov

Hours: 7:30 a.m. to 3:30 p.m. ET Monday – Friday

Assists with general payment and account transaction questions and all
questions about PNC's Cash Concentration system, including password resets
and bank account updates

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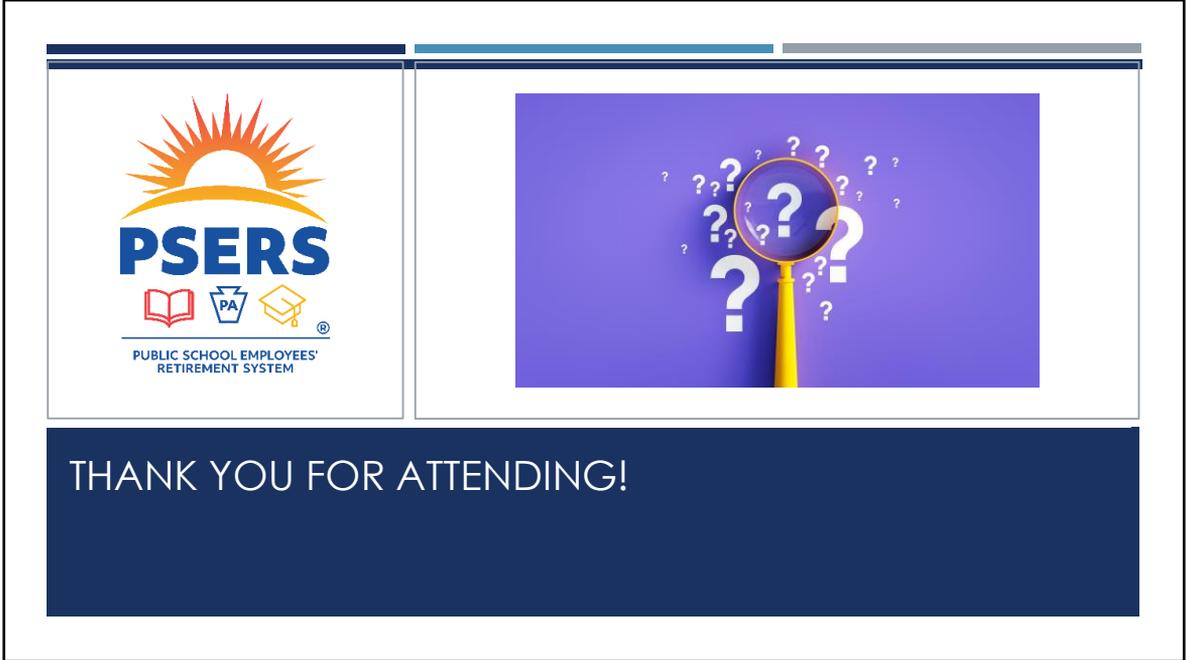


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Using the right contact information will help speed your response time! Your ESC Representative is always your first line of contact. On this slide are other common contacts for employers.

The Voya help line can assist with general issues in submitting your work order. If you have challenges and need more detailed assistance with Voya reporting contact Voya by emailing the PSERS payroll in box

Employer accounting may be reached by email and is only able to assist with accounting issues not reporting. Any reporting questions should be directed to your ESC Representative.



We hope that you learned something today. A recording of this training will be posted to the website in the near future. .

Thank you for your participation. A special thank you to Voya for attending and presenting also. We have staff on stand-by to assist in answering questions you may have, if you haven't already asked in the chat section on Teams.