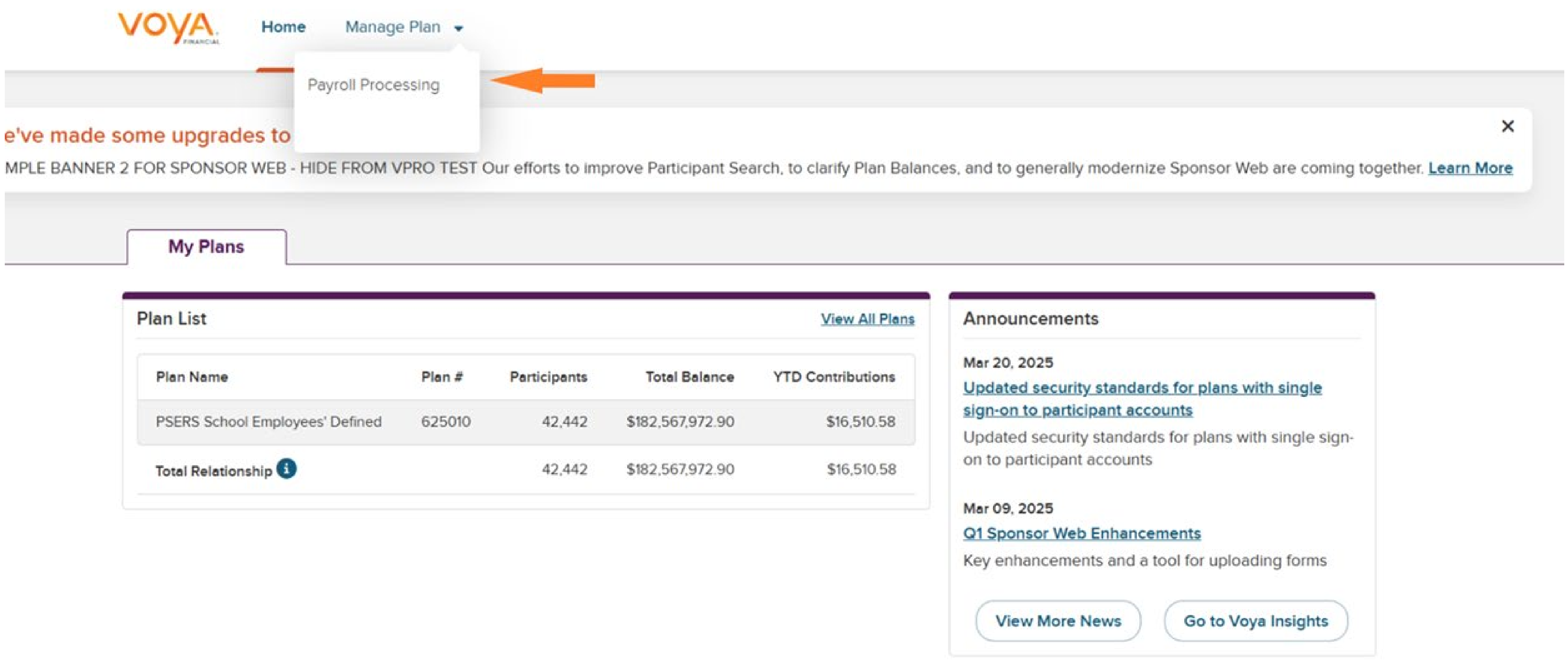
Using Voya PayCloud


VOYA FINANCIAL
Home
Manage Plan
Payroll Processing
e've made some upgrades to
MPLE BANNER 2 FOR SPONSOR WEB - HIDE FROM VPRO TEST Our efforts to improve Participant Search, to clarify Plan Balances, and to generally modernize Sponsor Web are coming together. Learn More
My Plans
Plan List
View All Plans
Plan Name
Plan #
Participants
Total Balance
YTD Contributions
PSERS School Employees' Defined
625010
42,442
$182,567,972.90
$16,510.58
Total Relationship
42,442
$182,567,972.90
$16,510.58
Announcements
Mar 20, 2025
Updated security standards for plans with single sign-on to participant accounts
Updated security standards for plans with single sign-on to participant accounts
Mar 09, 2025
Q1 Sponsor Web Enhancements
Key enhancements and a tool for uploading forms
View More News
Go to Voya Insights

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

Sponsor Web - Contribution Sub | Voya PayCloud | My Apps | Voya PayCloud

https://voyapaycloud.voya.com/voyapaycloudui/#/home

VOYA FINANCIAL

Voya PayCloud

General Administration | Help | Exit

Voya PayCloud Home

625010 - PSERS SCHOOL EMPLOYEES' DEFINED

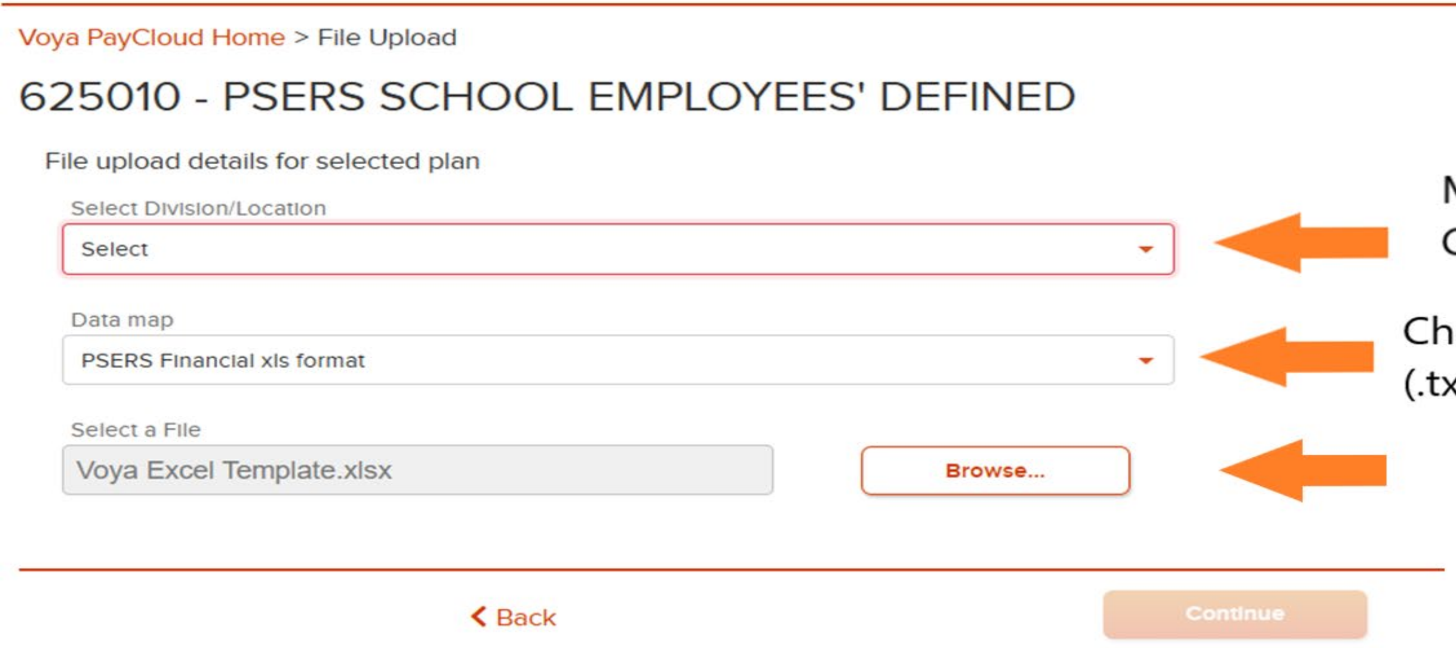
Change Plan

Select an operation from the tiles shown below

File Upload
Submit a file with contributions and/or loan repayment data

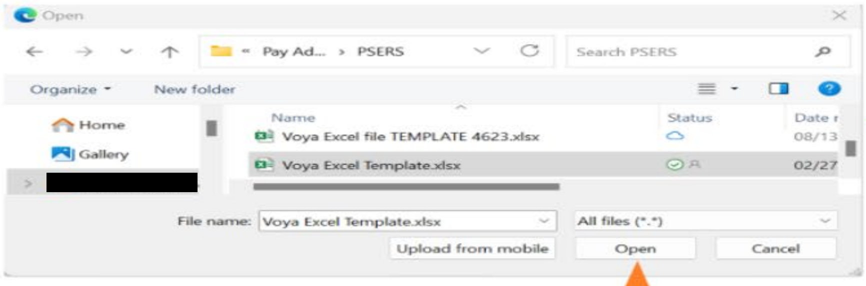
Transaction History
View all the files submitted

Reports
Review generated reports



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

Choose based on file type - Excel (.xls) or Notepad/Text (.txt)

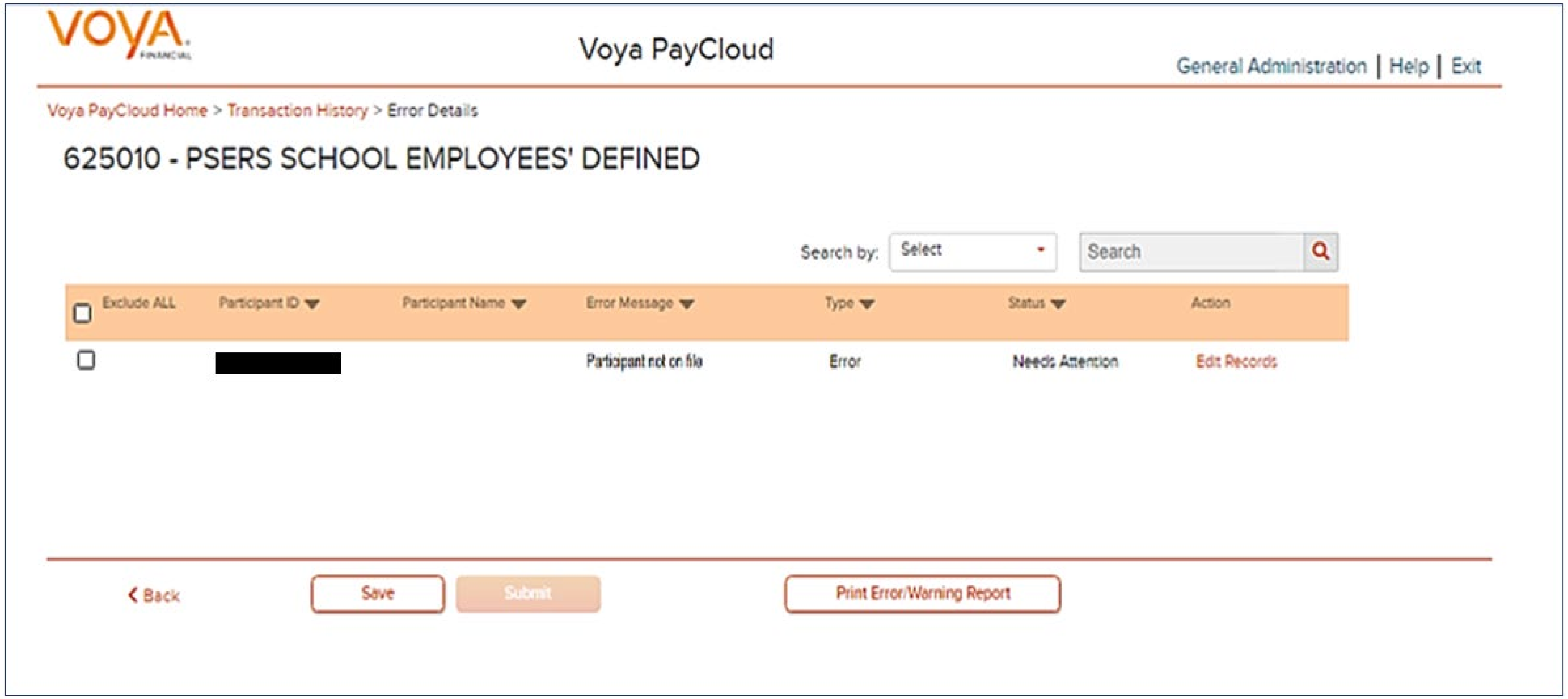


- Be sure you are selecting the correct file/pay period when beginning your contribution submission.
- Missed contributions can be made the same way as regular pay period contributions, they need to be submitted on their own file – template available on Voya/PSERS DC Plan Resources Page – One pay period is allowed per file. - [DC Plan/Voya Resources | Public School Employees' Retirement System | Commonwealth of Pennsylvania]()

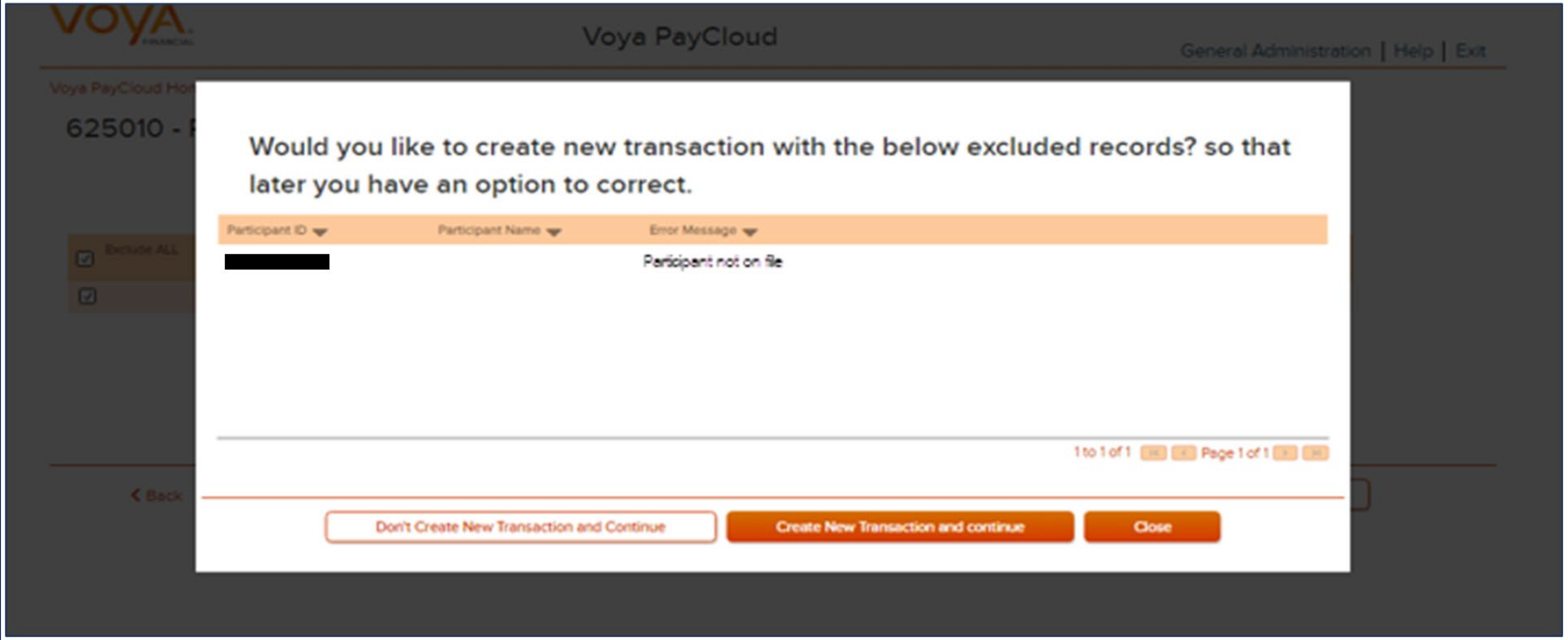
EXCEPTION FILES ON VOYA PAYCLOUD

- 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 beginning of the following week as long as the PPT/Employee has been entered into the PSERS system. It is then recommended to return to the Voya PayCloud system and push their contribution through the following Tuesday. If its still not there after a couple of weeks, please reach out to PSERS ESC.
- Check your Transaction History frequently. If your file does not show as "Submitted" there is still additional review/steps needed for completion.

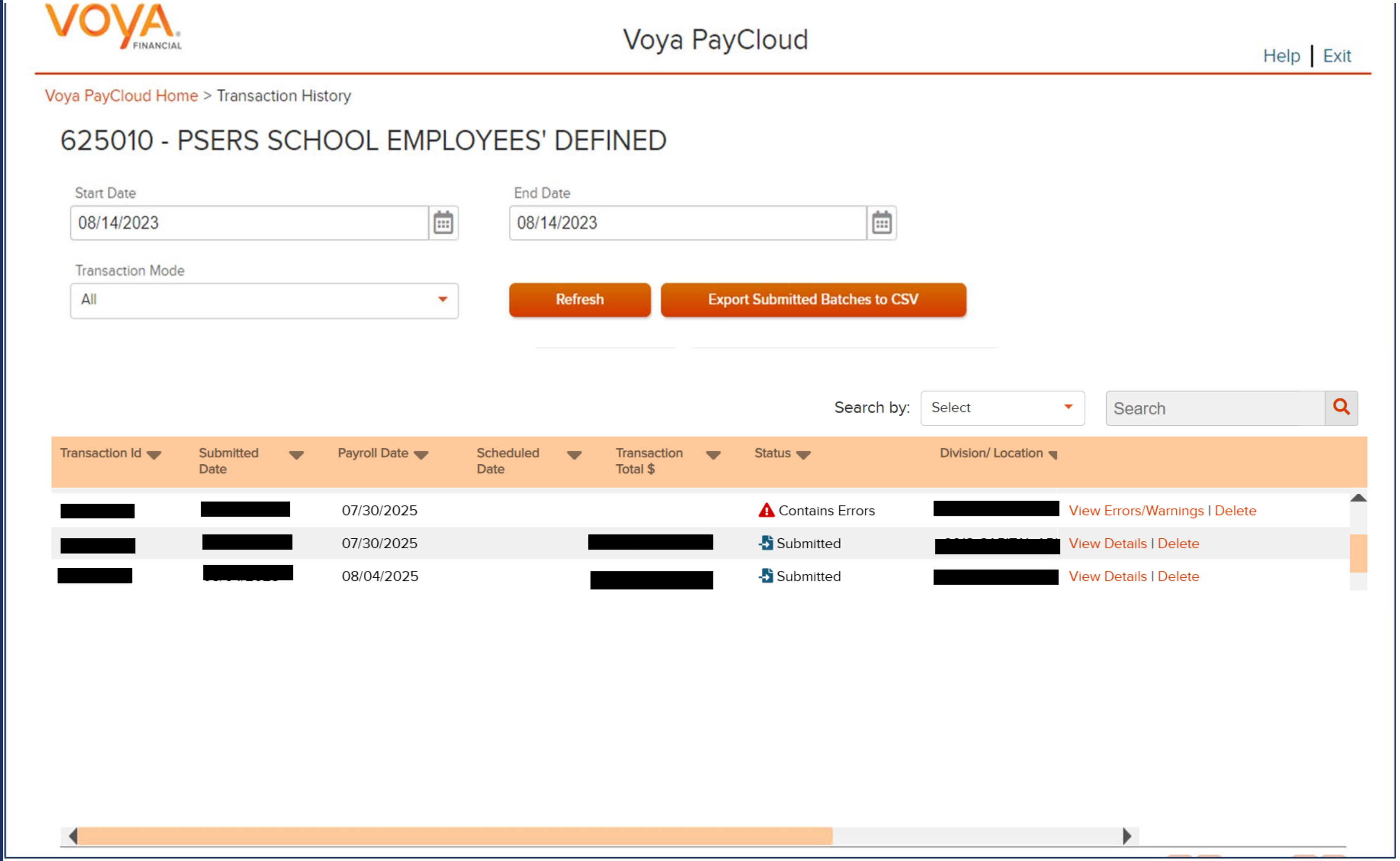
- Here we can see the SSN of the employee Voya does not yet have a profile/record (Name) for.
- Check the “Exclude” box to the left of the employee and click submit.
- If the error is PPT not on file, these can usually be Submitted the following week.



- 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.



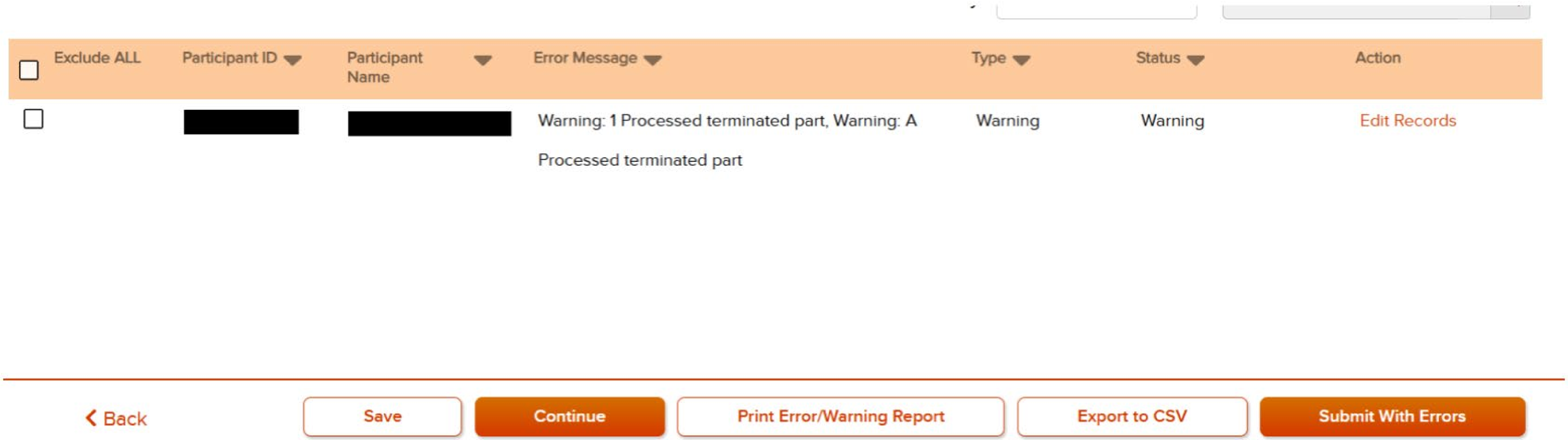
- This will process all employees from your original file who are confirmed on system and create a second file for those employees who could not be processed yet.
- Try to process the second file the following week. Click “View Errors/Warnings” to the right, “edit records”, “reset data”, “save”, “Continue” 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. If you look a few days later and see a status other than submitted. Please review or call the Voya Payroll Support Line to troubleshoot.
- There is the Voya PayCloud Statuses and Warnings/Errors PDF available on the PSERS Website in the DC Plan/Voya Resources page. - [DC Plan/Voya Resources | Public School Employees' Retirement System | Commonwealth of Pennsylvania]



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. Do not move warnings to an exception file (exclude them), as there is no correction needed in Voya PayCloud (VPC). There may be additional steps needed to correct warnings in ESS (Employer Self-Service). Moving the warning records to excluded can result in a File Processing Error and require you to delete and resubmit.
- **TIP:** Please make sure that you do not ignore warnings. Read them carefully, since there may be an error in the participant's data that is causing the warning. For example, the participant (PPT) shows termed. If that is correct, then 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 make note of what needs 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 Errors/Warnings”



- Review the warnings and if everything is correct, click Continue. 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.

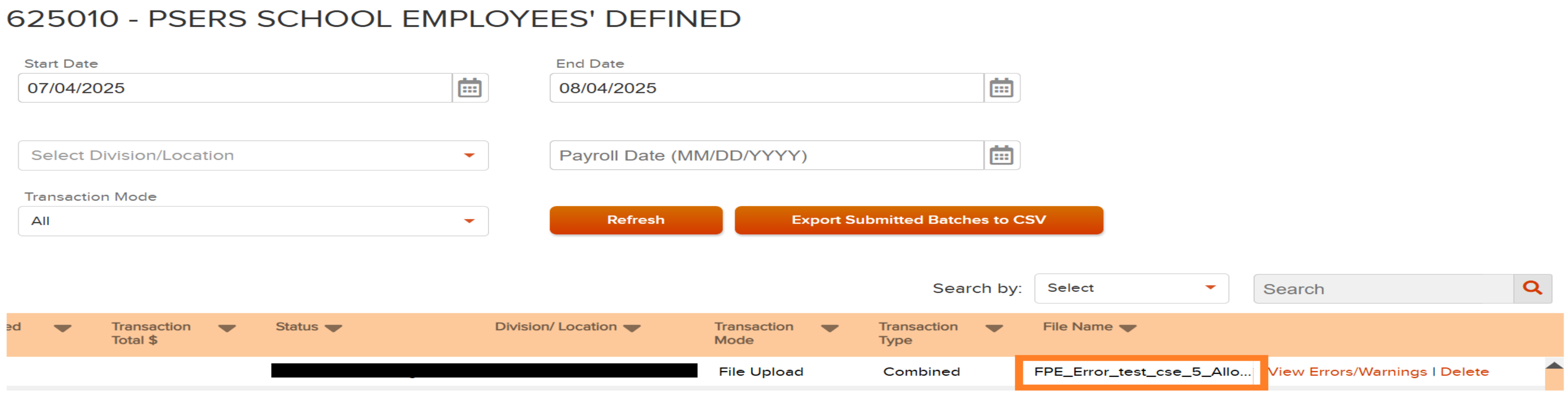
FILE STATUSES CONTINUED

Contains Errors

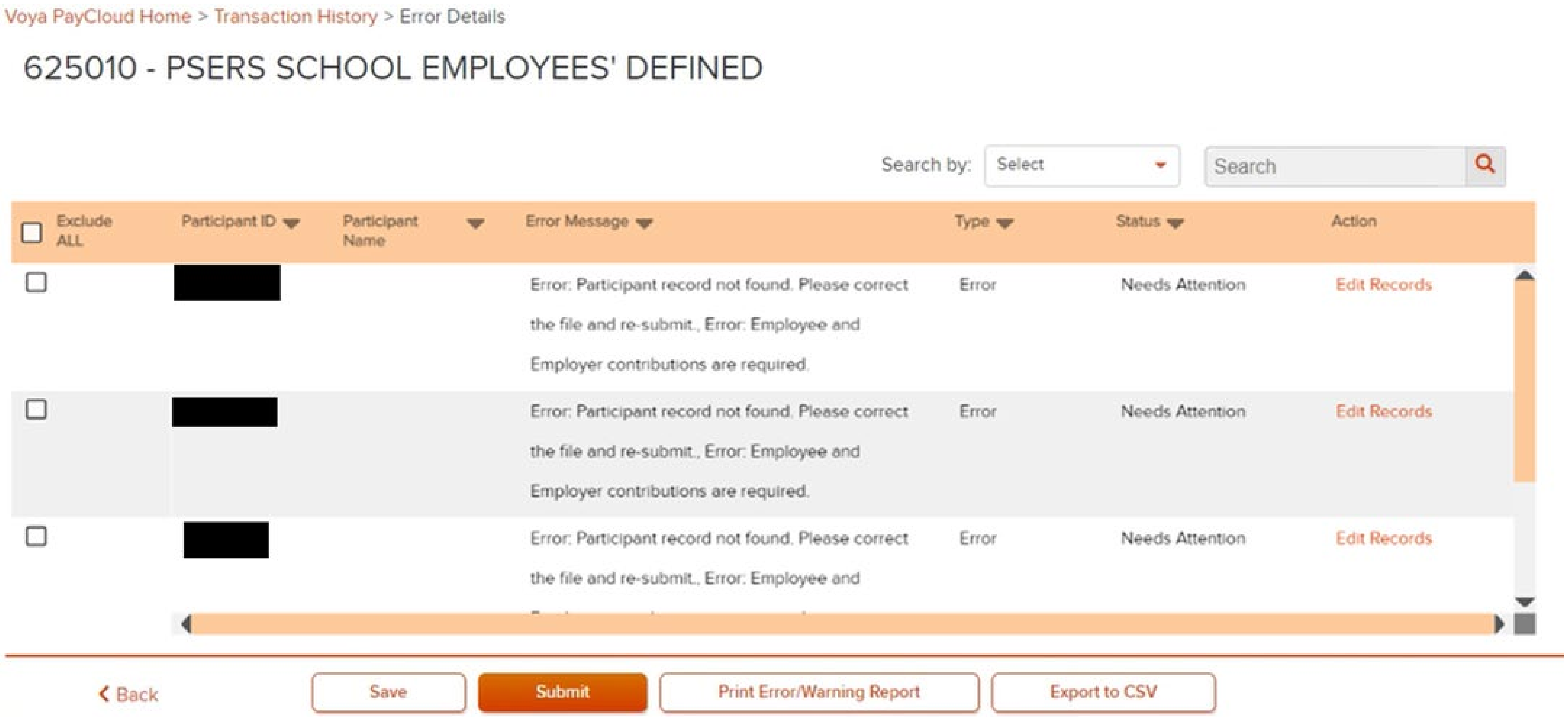
- Additional action is needed. Errors need to be corrected or excluded to be reviewed and submitted later.

TIP: If you move PPTs or errors to an exception file, the original file can be submitted once the files are moved. The exception file items are not submitted, though. Corrections need to be made and the exception file must be resubmitted once the errors have been corrected. PPTs on an exception file still need to be submitted in a timely manner since the due date is still the same as the main file due date.

TIP: To tell the difference between an exception file and the original file, try matching up the File Names. Once you match the file names, the amounts should help differentiate the two.



When you have a file in “Contains Errors”, Click on “View Details”



- 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*).

<table>
<tr><th colspan="2">WARNINGS</th></tr>
<tr><td>Processed terminated participant</td><td>This warning would occur if a Terminated PPT was on the Contribution File and is getting contribution for that pay period. This should be considered a warning and the User must review the PPTs account to make sure:
1. the PPT is correctly terminated
2. should the PPT really be getting contributions for the pay period
3. does the PPT still have an active contract
Once you have confirmed that the PPT really should be receiving the contribution, the User can continue and Submit the Contribution File.</td></tr>
<tr><th colspan="2">ERRORS</th></tr>
<tr><td>Pre-Tax Calculation1 error, rate exceeds variance (Provided XXX.XX Expected XXX.XX)</td><td rowspan="3">For these three errors, the only difference is the type of money associated with the error message.

This means that the figure provided in the specified source of money does not match the calculations for the membership class rates. Based on the RCC and RCC Less Pick Up and the PPTs class, a calculation runs to make sure what is provided, is what should be provided.

If you get this type of error, you will want to go back to your numbers and make sure everything is correct.

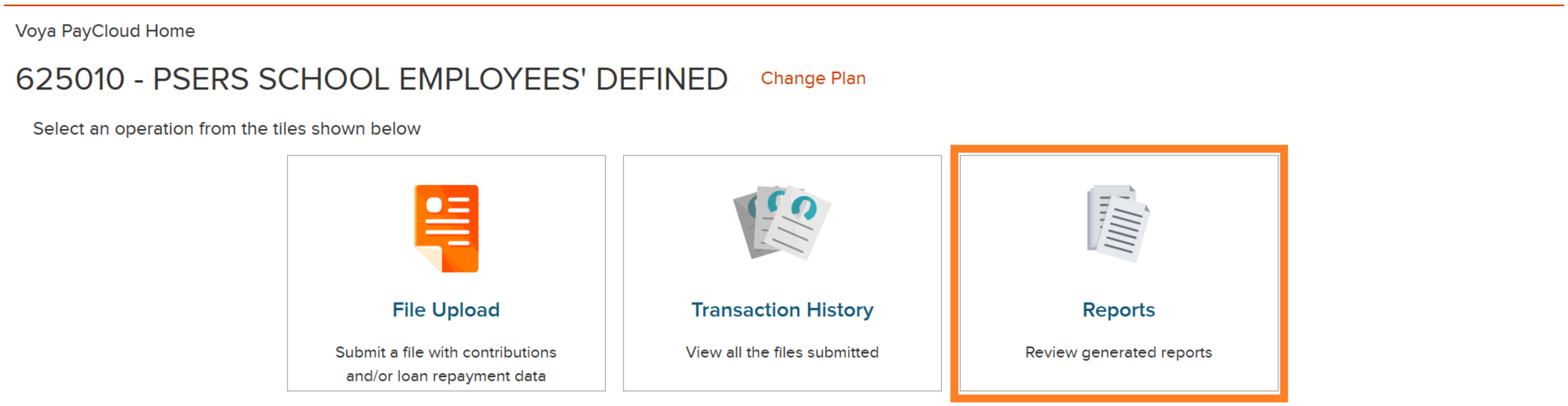
<u>Action Needed:</u> The User can fix the error immediately; the User should Exclude the PPT from the file so that the correct items will go through. Then correct the error/numbers in VPC and Submit with the corrected numbers.</td></tr>
<tr><td>Employer Share Calculation1 error, rate exceeds variance (Provided XXX.XX Expected XXX.XX)</td></tr>
<tr><td>After Tax Calculation1 error, rate exceeds variance (Provided XXX.XX Expected XXX.XX)</td></tr>
</table>

ERRORS (continued)

Participant record not found. Please correct the file and re-submit.	This means that the PPT is not in our record keeping system at the time the user tried to Submit the File. <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. The user should also check the CROQ report and/or roster tab in ESS to make sure the PPT is on it. If the PPT still isn't there then the user may need to check with PSERS to make sure they have correctly provided PSERS with the PPTs information.
No Deferral Rate	This means that there is no Contribution percentage on file for the PPT. <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-PSERSS@voya.com* or call *1.877.806.5652*) to have the rate entered back to the PPTs account. The user will then need to Exclude the PPT for review and submission once the rate has been updated.
Mandatory Pre-Tax and Employer Contributions are required	This means the information is missing from the Contribution File and would need to be added/corrected for the file to be submitted. <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.

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.

REPORTS


Voya PayCloud Home
625010 - PSERS SCHOOL EMPLOYEES' DEFINED
Change Plan
Select an operation from the tiles shown below
File Upload
Submit a file with contributions and/or loan repayment data
Transaction History
View all the files submitted
Reports
Review generated reports

BIRT Report, CCA Report and Employer Recon Reports

Voya PayCloud Home > Reports Home

625010 - PSERS SCHOOL EMPLOYEES'

Select an operation from the tiles shown below

BIRT Reports

Review BIRT reports

CCA Reports

Review CCA reports

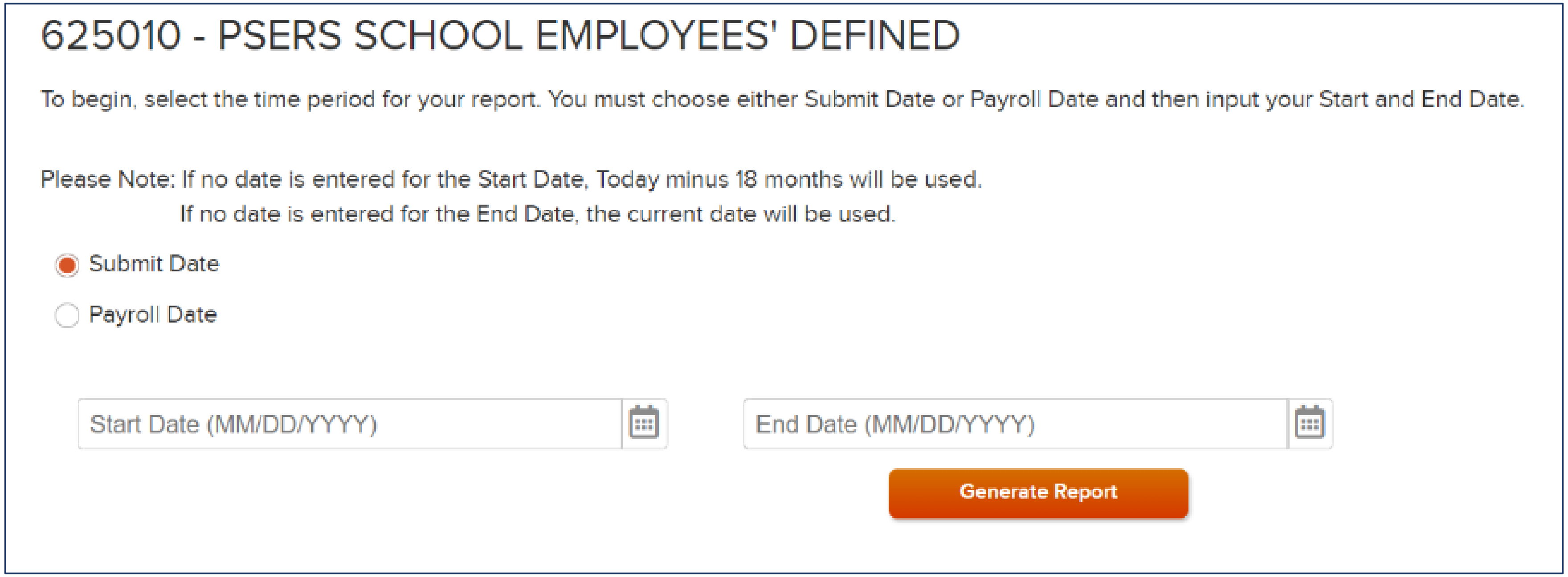
Receive Reports and Files

Download 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

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.**



BIRT Report

Export

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

Search by: Select | Search

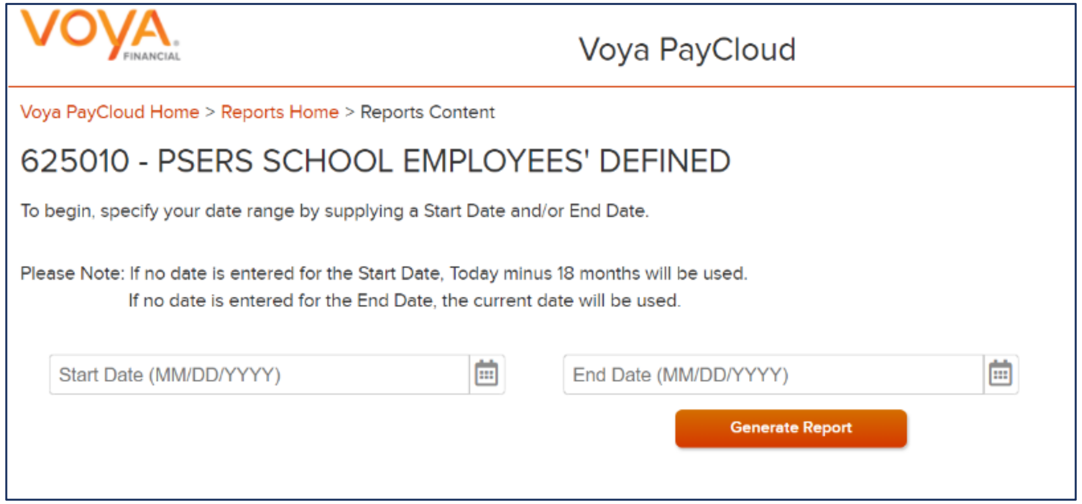
Plan Number	File Description	File Type	Frequency	Submission Mode	Submit Date	Payroll Date	Transaction Total	Status
625010	625010-[redacted]04252024	Payroll	bi-weekly	File Upload	04/25/2024	08/11/2023	302.79	Submitted
625010	625010-[redacted]04252024	Payroll	bi-weekly	File Upload	04/25/2024	12/06/2023	13,073.96	Submitted
625010	625010-[redacted]04252024	Payroll	bi-weekly	File Upload	04/25/2024	12/20/2023	12,870.68	Submitted
625010	625010-[redacted]04252024	Payroll	bi-weekly	File Upload	04/25/2024	01/04/2024	2,300.88	Submitted
625010	625010-[redacted]4192024	Payroll	bi-weekly	File Upload	04/19/2024	01/12/2024	15,585.58	Submitted
625010	625010-[redacted]04252024	Payroll	bi-weekly	File Upload	04/25/2024	01/11/2024	55.13	Submitted
625010	625010-[redacted]04222024	Payroll	bi-weekly	File Upload	04/22/2024	02/09/2024	4,907.12	Submitted
625010	625010-[redacted]4102024	Payroll	bi-weekly	File Upload	04/10/2024	02/02/2024	343.32	Submitted
625010	625010-[redacted]4192024	Payroll	bi-weekly	File Upload	04/19/2024	12/29/2023	17,113.15	Submitted
625010	625010-[redacted]04082024	Payroll	bi-weekly	File Upload	04/08/2024	01/15/2024	18,661.03	Submitted
625010	625010-[redacted]04252024	Payroll	bi-weekly	File Upload	04/25/2024	02/14/2024	13,292.20	Submitted
625010	625010-[redacted]04232024	Payroll	bi-weekly	File Upload	04/23/2024	02/01/2024	2,653.33	Submitted

‹ Back

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.



Export

CCA Report

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

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

Search by: Select

Search

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

EMPLOYER RECON REPORT

On the Receive Reports and Files page, choose *Reports* as the File Type.

Next, choose the Activity Period.

Since these reports generate on the first business day of the month, make sure your report matches the period you are looking for.

After choosing *Reports* and your activity period, click *Search*. Your reports will display below the Search button, as shown by the third arrow.

Note: You will only be able to see the reports for the Employers that you have access to.

Select the report that you want and click *Download* to have it downloaded to your web browser where you can then save it for review.

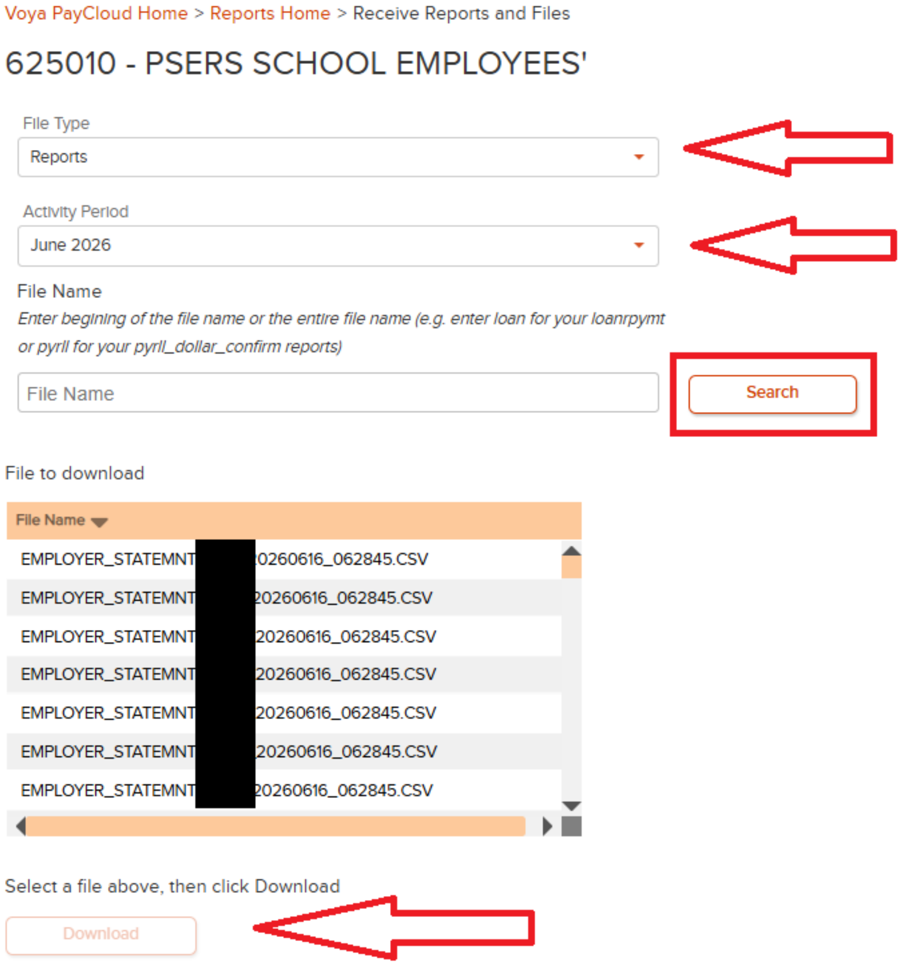
Note: The reports are placed under current the month in which it runs.

For example, the February 2026 report will be found under "February 2026" Activity Period.

Tip: The naming conventions for the Employer Recon Reports are as follows:

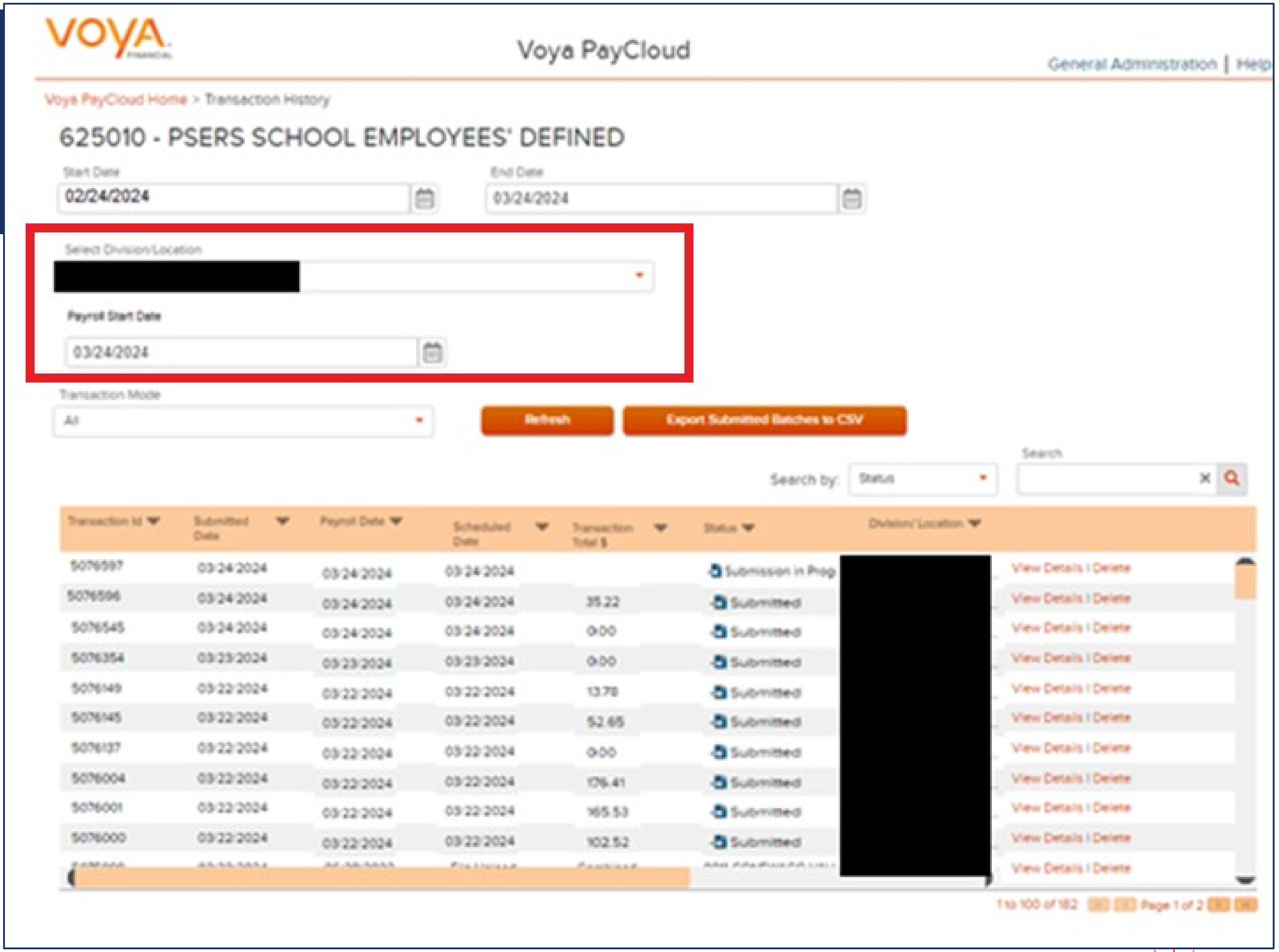
Monthly Report: EMPLOYER_STATEMENT_DIVSUB_DATESTAMP_TIMESTAMP.CSV
Example: EMPLOYER_STATEMENT_1234_20250830_081000.CSV

Fiscal Year Report: EMPLOYER_STATEMNY_DIVSUB_DATESTAMP_TIMESTAMP.CSV
Example: EMPLOYER_STATEMNY_1234_20250903_040900.CSV



psers employer recon report how-to.pdf

TRANSACTION HISTORY



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

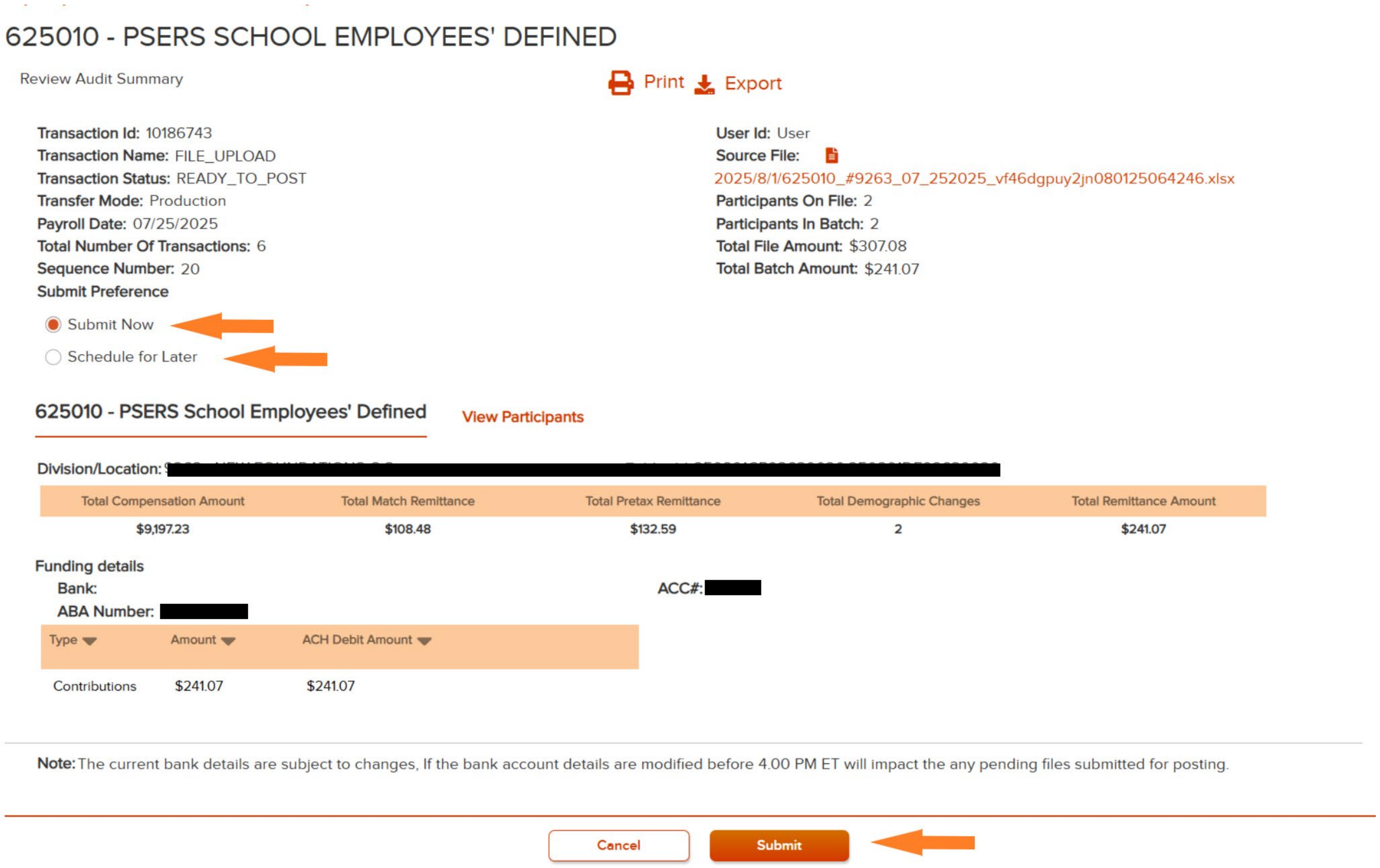
- See red box on screen shot
  1. Select Division/Location (Drop down field)
  2. Payroll Start Date (Date/Calendar field)

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

TRANSACTION HISTORY CONTINUED

Once the file is uploaded successfully, user will be redirected back to Transaction History to "Review the details." Once reviewed "Submit Now" or "Schedule for Later" and Submit to complete your submission.

This is considered you confirmation screen after submission.



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 it's possible that the last portion may be cut off. You can hover to see the full details.
- 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

ction	Division/ Location	Status	Scheduled Date	Transaction Total $	File Name	
ined	[redacted]	Submitted		992.25	625010_t24042305h7-VOYA-[redacted]_rhodtt0syqes.xlsx	View Details | Delete

GENERAL TIPS CONTINUED

- Text file to Excel file to make edits can be helpful. There is a guide available in the DC Plan/Voya Resources to download the excel template for adjustments (statement of account season reconciliation may require the use of the manual excel template).
- Updates to banking information and payroll cycles can only be made through the authorization agreement for ach debit and payroll reporting form.pdf available in the DC Plan/Voya Resources.
- For assistance with you in real time you may call the Voya Payroll/Employer Support line at 877-806-5652. For assistance for transactions already processed you may email ID-PSERSS@voya.com.

PSERS

QUESTIONS