



PSERS Voya PayCloud Statuses, Warnings, and Errors

Contribution File Status

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 will 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.

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.

File Processing Errors

- This status could mean that there was an error in the system, special character was 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. You will need to delete the file in the Transaction History, correct the file, and then resubmit.

TIP: If you are uploading an .xls file, you may need to delete "Phantom Data" (data you can't see but may be in the later row or column) from the spreadsheet.

- By row: Click to highlight the row after your last line of data, press *Ctrl + Shift + Down Arrow* to highlight the remaining rows, then right click the section on your mouse and click *Delete*.
- By column: Click to highlight the column after your last line of data, press *Ctrl + Shift + Right Arrow* to highlight the remaining columns, then right click the section on your mouse and click *Delete*.

Scheduled for Processing

- This status means that the file was processed, however is not set to post until a future date.
- Additional action is needed. You will need to go back into VPC after the scheduled date. 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 you would need to review and submit after correcting.

Ready to Post

- This status means the file has gone through its validation steps and needs the last confirmation to submit.
- Additional action is needed. You must access the file and submit it.

Submitted

- This status means the file contains no errors or warnings and was successfully submitted into the system and posted to PPT accounts.
- No additional action is needed.

TIP: You can verify that the file went through with PSERS as well by checking on the Transaction page of ESS on Monday. Compare the employer share credit to the employer share paid on the submitted file.

Submitted – Deleted

- This status means the file was successfully submitted into the system and posted to PPT accounts. It was then deleted from the system.
- This file could have been a duplicate submission and was reversed off and deleted from the system.
- These files will still show on the system for recordkeeping and audit purposes.

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

Common Warnings and Error Messages

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

WARNINGS	
Processed terminated participant	<p>This warning would occur if a terminated PPT was on the contribution file for the pay period. This should be considered a warning and you must review the account to make sure:</p> <ol style="list-style-type: none">1. The PPT is correctly terminated.2. The PPT should get contributions for the pay period.3. The PPT still has an active contract. <p>Once you have confirmed that the PPT should receive the contribution, you can continue and submit the contribution file.</p>

ERRORS

Pre-Tax Calculation1 error, rate exceeds variance (Provided XXX.XX Expected XXX.XX)	<p>For these three errors, the only difference is the type of money associated with the error message.</p> <p>This error 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 PPT's class, a calculation runs to make sure what is provided is what should be provided.</p>
Employer Share Calculation1 error, rate exceeds variance (Provided XXX.XX Expected XXX.XX)	<p>If you get this type of error, you should go back to your numbers and make sure everything is correct.</p>
After Tax Calculation1 error, rate exceeds variance (Provided XXX.XX Expected XXX.XX)	<p><u>Action Needed:</u> You can fix the error immediately by editing the record through View Details or by excluding the PPT from the file. Then correct the error/numbers in VPC and submit with the corrected numbers.</p>
Participant record not found. Please correct the file and re-submit.	<p>This error means that the PPT is not in our record keeping system at the time you submitted the file.</p> <p><u>Action Needed:</u> You should exclude the PPT record from the file so that the correct items will go through. Submit the excluded PPT record later. Monday is when the file comes from PSERS to Voya, so you could try again on Tuesday. If Monday is a holiday, the file would process on Tuesday and you could try again on Wednesday.</p> <p>You 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, you may need to check with PSERS to make sure they have received the PPT's information.</p>
No Deferral Rate	<p>This error means that there is no contribution percentage on file for the PPT.</p> <p><u>Action Needed:</u> You should make sure that the PPT is still active and should be contributing. If they should be contributing, you 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 PPT's account. You will then need to exclude the PPT for review and submission once the rate has been updated.</p>
Mandatory Pre-Tax and Employer Contributions are required	<p>This error means the information is missing from the contribution file and would need to be added or corrected for the file to be submitted.</p> <p><u>Action Needed:</u> Unless you can fix the error immediately by editing the record through View Details, the PPT should be excluded 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)

<p>Contribution or Loan Repayment amount should not be less than or equal to 0</p>	<p>This error means that there is no amount where the contribution goes on the file.</p> <p><u>Action Needed:</u> Unless you can fix the error immediately by editing the record through View Details, the PPT should be excluded 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>File contains an unauthorized Division/Location value</p>	<p>This error means that the 4-digit Employer Code that you logged into does not match the Employer Code on the contribution file.</p> <p><u>Action Needed:</u> The file receive a File Processing Error that you can see under View Details and delete 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 employer.</p>
<p>(771) Invalid Month - 20202307</p>	<p>This error means the format of the date is incorrect. The format should be YYYYMMDD. For the example on the left, the user's date format was YYYYDDMM.</p> <p><u>Action Needed:</u> Unless you can fix the error immediately by editing the record through View Details, the PPT should be excluded 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>Invalid character or a special font used in a field for XXX-XX-XXXX</p>	<p>This error means there is a special character in one of the dollar amount columns.</p> <p><u>Action Needed:</u> The file receive a File Processing Error that you can see under View Details and delete under Transaction History. Once the file has been deleted, you will need to fix the special character or font issue on the file and resubmit.</p>

Questions?

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

With PSERS, you're on your way!

