The graphic features a large, stylized 'V' shape formed by two overlapping curved areas. The left area is a solid orange color, and the right area is a solid yellow color. The text is positioned on the orange side of the 'V'.

Voya PayCloud User Guide for PSERS

PLAN | INVEST | PROTECT



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Document Information

This document is maintained by Voya Institutional Plan Services.

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Overview

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

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

The current browsers supported are:





Features

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

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

Hints and Tips

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

Similarly, do **NOT** use the **BACK** button  in your browser. Use the internal navigation buttons in the system  **Back** to return to the last screen.

General Payroll Information

Standard Contribution Guidelines

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

PLEASE NOTE - when dealing with After Tax Contributions, the mandatory payroll taxes should come out first and then use that amount (net pay) to calculate the After-Tax amount using the After-Tax percentage the PPT elected. If you use the RCC less pick ups amount, that is probably **NOT** the correct amount but the **MAX** amount that could be done for after tax.

Contribution Funding

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

Employer Banking Information/Payroll Schedule Updates

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

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

PSERS New Member Demographic, Contract Information, & CROQ Report

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

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

Please see Appendix I for refresher slides on:

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

Questions for Voya

Voya Employer Help Line

1.877.806.5652

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

The Employer Help Line can:

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

Voya Dedicated PSERS Payroll Email Inbox

ID-PSERSS@voya.com

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

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

The Dedicated PSERS Payroll Email Inbox can:

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

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

Sponsor Web and Voya PayCloud Access

Initial Registration Process

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

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

Sponsor Web Logon

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

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

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

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

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

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

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

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

[Plan Info](#)
[Participant Info](#)
[Reports](#)
[Manage Plan](#)
[Investment Info](#)
[Resources & Forms](#)

Hi, Sandi Davis

RAINBOW ACADEMY EMPLOYEES' DEFINED

As of February 14, 2023 Your Last Log In: December 5, 2022

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

Customize your Sponsor Web experience

Continuing the multi-year evolution of Sponsor Web, we are pleased to introduce redesigned **Plan and Participant List** pages as well as new functionality so you may now customize your page view on the **Homepage** and **Plan and Participant Summary** pages.

[Learn More](#)

Participant 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](#)

Total Amount
\$3,200.00

Pay Period End: 09/15/2022

[Loan Payments](#)

No activity within last 13 months

JANUARY 2023

Total Amount

[Rollovers In](#)

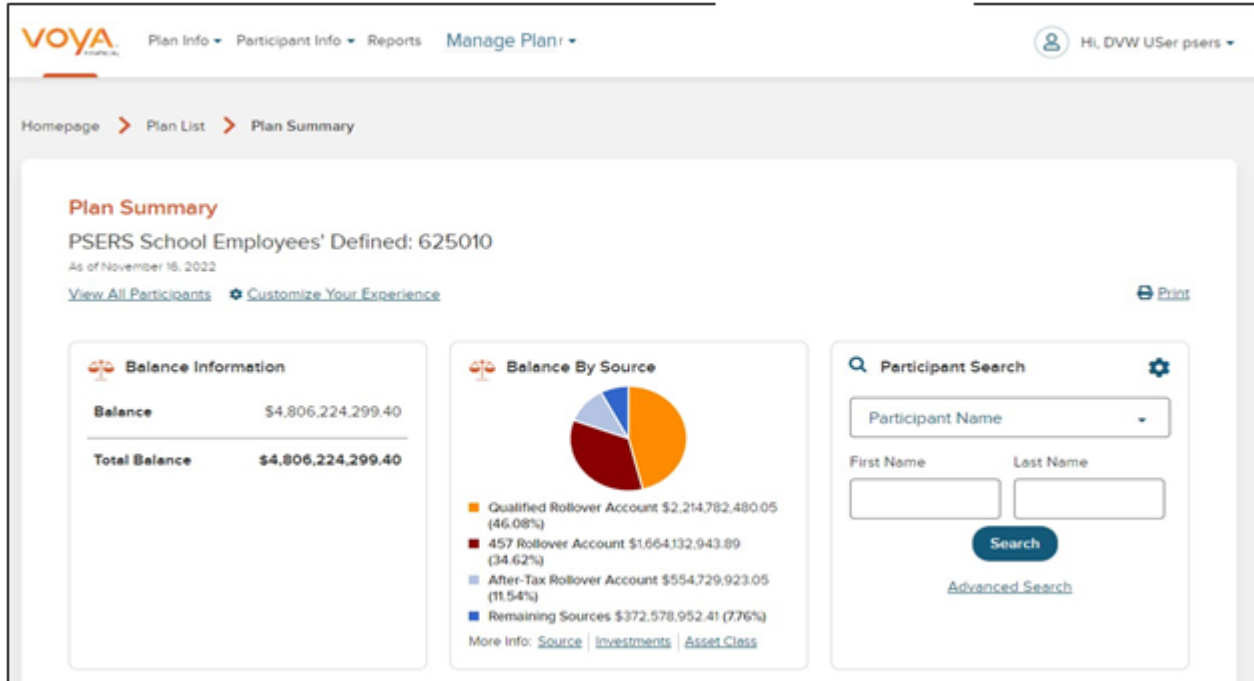
\$0.00

Plan List

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

[View All Participants](#)

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



Voya PayCloud Access

- On the toolbar at the top, hover over the **Manage Plan** tab where the user can select **Payroll Processing (Voya PayCloud)** for new Contribution Files.
 - 18 months of history is available in PayCloud.

PSERS School Employees' Defined Contribution Plan and Trust Change Plan Hi, [Account Settings](#) | [Help](#) | [Contact Us](#) | [Logout](#)

VOYA [Home](#) [Reports](#) [Manage Plan](#)

[Payroll Processing](#)

[Plan Summary](#) [Participants](#) [Search](#)

Plan Summary As of market close [Print](#)

PSERS School Employees' Defined (625010)

Recent Plan Activity	
Contributions	Total Amount \$2,000.00
Trade Date: 10/05/2023	
SEPTEMBER 2024	Total Amount
Rollovers In	\$0.00

Plan Balance	
Balance	\$163,446,204.01
View by Investments	
Total Balance	\$163,446,204.01


Favorite Reports

To customize this list, go to [Reports](#) and click the star next to the reports you want to favorite.

Here are some you might find useful.

Participant Balances [New Report](#)
09/27/2024 [EXCEL](#)

2. The next screen is within **Voya PayCloud** where the user will select a plan from the **List of Plans** screen where you will be directed to the Home Screen. (You will only see the plans which you have access to)



Voya PayCloud

Help | Exit

List of Plans

Search by: Plan Number

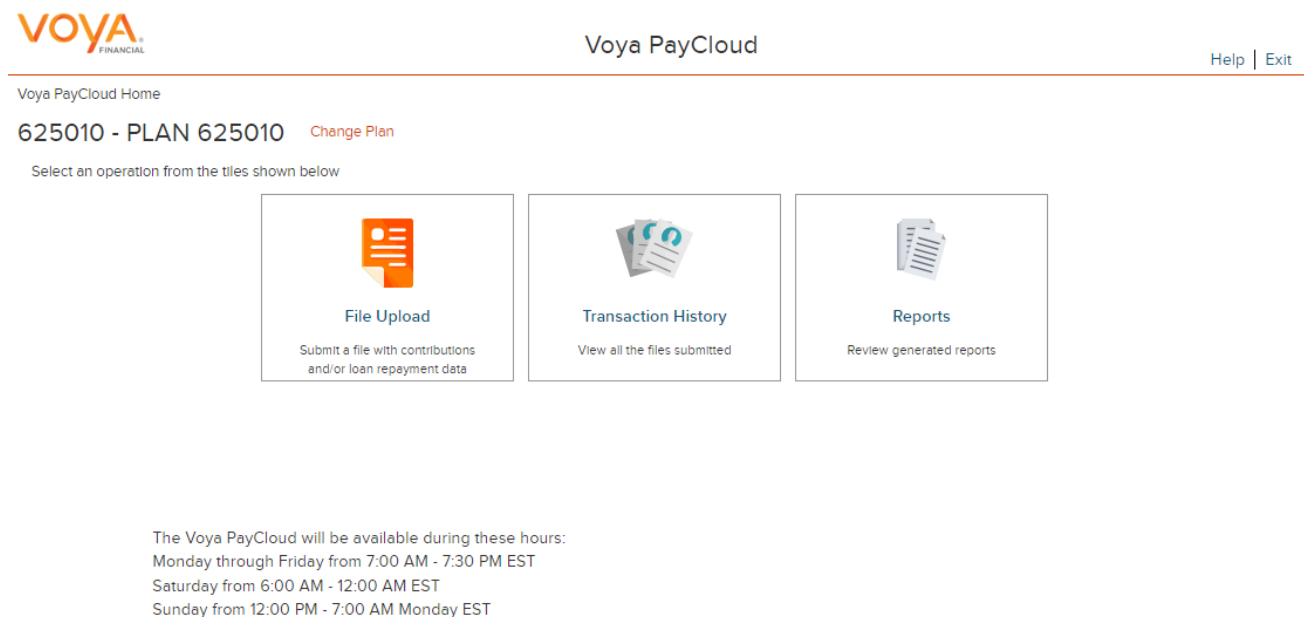
Search

Plan Number	Plan Name
625010	Plan 625010

1 to 1 of 1

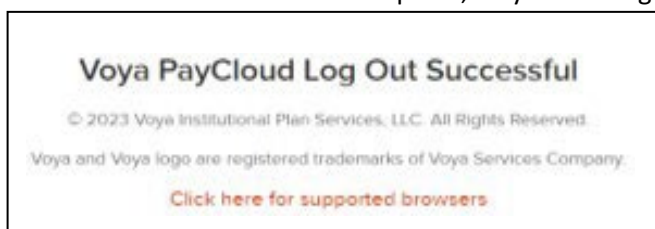
Home Screen

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



Screen Options

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



File Upload

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

Data Fields and Formatting

Please see Appendix 2 for File Formatting specifics.

File Upload Format Examples

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

Excel (XLS) Example

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

Text (TXT) Example

9999DivSub_Active00_Good Calculation.txt - Notepad

```

File Edit Format View Help
H2023010905:30VOYA_9999          7190
D00231176:9999 21.00      0.00      17.18      763.77      695.03      0.00      20230106
D002821873999960.72      0.00      49.68      2208.12      2009.39      0.00      20230106
D002821916999972.81      0.00      59.57      2647.62      2409.33      0.00      20230106
D00282201999971.09      0.00      58.16      2584.94      2352.29      0.00      20230106
D002822020999961.48      0.00      50.30      2235.75      2034.54      0.00      20230106

```

CSV Example

*Book1.csv - Notepad

```

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

```

Process

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

1. The user will select **Division/Location**
2. Select **Data Map** – Select the preferred Data Map for the file upload.
3. **Select a File** – User will click on the Browse button to select the file to be uploaded.
4. Once everything is entered the user will click **Continue** to submit the file for processing.
 - a. The Submission In Progress pop-up will appear (see screen shot below)
 - b. Once you click on the **OK** button, you will be brought to the Transaction History screen.

Once back to the **Transaction History** screen, the user will see the file as **Submission in Progress**. Once you **Refresh** the screen or give the file some time to process, it will move to **Ready to Post** status.

In the **Ready to Post** status, the user will click on **View Details** to see the Confirmation Screen summarizing the transaction, similar to the below screen shot.

Plan Number	Plan Name	Division/Location	Total Compensation Amount	Total Match Remittance	Total Pretax Remittance	Total Remittance Amount
625010	PSERS School Employees' Defined	[redacted]	\$4,376.40	\$49.64	\$63.00	\$112.64

Once the user confirms the amounts, they have the option to **Schedule** the file for a future date or click **Submit** as is for today’s date. They will be brought to the **Transaction History** screen again where they can confirm the file as **Submitted or Scheduled**.

625010 - PSERS SCHOOL EMPLOYEES' DEFINED

Review Audit Summary

Transaction ID: 5103036

Transaction Name: FILE_UPLOAD

Transaction Status: READY_TO_POST

Transfer Mode: Test

Payroll Date: Aug 2024

Total number of participants: 3

Sequence: 1

Submit Preview

☐ Submit

☒ Schedule

Schedule Date

Schedule Date is required

User ID: User

Participants on file: 3

Participants in batch: 3

Total file amount: \$112.64

Total batch amount: \$112.64

Please keep in mind that if you Schedule for the wrong date, you will need to contact the Voya Employer Help Line by phone or the Voya Dedicated PSERS Payroll Email Inbox to have the file Deleted and then the file would need to be Resubmitted.

Transaction History

All File Uploads activity can be viewed with this feature. Contribution files may be edited from this screen if they are not in a Submission in Progress (file has been submitted and is going through the upload process) or Submitted status (processed through the system).

File Upload Status' include

- **Contains Warnings** – User will need to review the Warnings and ensure no additional action is needed.
- **Contains Errors** – User will need to review errors, correct, and submit.
- **File Processing Error** – File error that would require correction of the file and resubmission of the corrected file.
- **Scheduled for Processing** – Uploaded the file but will be submitted at a future date.
- **Ready to Post** – This file has gone through the validation steps and the files just needs the last confirmation to Submit.
- **Submitted** – The file contains no errors or warnings and was successfully submitted into the system and posted to the participants accounts.
- **Submitted – Deleted** – The File was successfully submitted into the system and posted to the participants accounts however it was then deleted from the system and reversed out of the participants accounts.

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

View Contribution File History

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

1. The Start and End Date will be automatically populated with the last month but can be changed by using the calendar icon next to each date field.
 - Searching by Payroll Date is also an option on this screen.
2. Select the Division/Location as well. User will only see Division/Locations that they have access to.
3. Select a specific Transaction Mode – File Upload or you can leave as all.
4. Click on the **Refresh** button to display the list of files during the time period selected.
 - There is also the option to Export Submitted Batches on the search.



Voya PayCloud

[Help](#) | [Exit](#)
[Voya PayCloud Home](#) > Transaction History

625010 - PSERS SCHOOL EMPLOYEES'

Start Date
01/01/2024

End Date
08/08/2024

Select Division/Location

x

SD

v

Payroll Date (MM/DD/YYYY)

Transaction Mode
All

Refresh

Export Submitted Batches to CSV

Search by: Select

Search

Transaction Id	Submitted Date	Payroll Date	Scheduled Date	Transaction Total \$	Status	Division/ Location	Trans Mode
8238596	07/30/2024	08/02/2024		3,152.67	Submitted		File View Details
8162260	07/16/2024	07/19/2024		3,069.28	Submitted		File View Details
8092487	07/03/2024	07/05/2024		3,081.23	Submitted		File View Details
7999423	06/19/2024	06/21/2024	2024-06-21	3,556.20	Submitted		File View Details
7920864	06/07/2024	06/07/2024	2024-06-07	3,574.57	Submitted		File View Details
7855426	05/24/2024	05/24/2024	2024-05-24	4,280.89	Submitted		File View Details
7797018	05/10/2024	05/10/2024	2024-05-10	3,615.71	Submitted		File View Details
7720994	04/26/2024	04/26/2024	2024-04-26	3,567.90	Submitted		File View Details
7674636	04/15/2024	04/12/2024		13.96	Submitted		File View Details
7652283	04/12/2024	04/12/2024	2024-04-12	3,311.60	Submitted		File View Details
7585930	03/28/2024	03/28/2024	2024-03-28	3,674.74	Submitted		File View Details

1 to 18 of 18

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

Viewing Demographic File Information

When in the Transaction History screen, the User can also see files that shows MULTIPLE under the Division/Location (as shown in the screen shot below. These files are the Demographic Files that PSERS sends to VOYA to add PPTs to the system, Update status's, Addresses, etc.

VOYA

FINANCIAL

Voya PayCloud

Help | Exit

Voya PayCloud Home > Transaction History

625010 - PSERS SCHOOL EMPLOYEES'

Start Date

07/28/2024

End Date

08/28/2024

Select Division/Location

Payroll Date (MM/DD/YYYY)

Transaction Mode

All

Refresh

Export Submitted Batches to CSV

Search by: Select

Search

Transaction Id	Submitted Date	Payroll Date	Scheduled Date	Transaction Total \$	Status	Division/ Location	T: M
8378045	08/28/2024	08/30/2024			Contains Errors		F View Details
8377991	08/27/2024	08/30/2024		618,283.61	Ready to Post		F View Details
8371162	08/26/2024	08/26/2024		0.00	Submitted	MULTIPLE	E View Details
8367848	08/23/2024	08/16/2024			Contains Errors		F View Details
8341741	08/19/2024	08/19/2024		0.00	Submitted	MULTIPLE	E View Details
8315607	08/23/2024	08/16/2024		3,058.64	Submitted		F View Details
8315576	08/20/2024	08/16/2024		603,637.74	Submitted		F View Details
8266022	08/06/2024	03/01/2024		115.36	Submitted		F View Details
8266015	08/06/2024	03/01/2024		115.36	Submitted		F View Details

1 to 29 of 29 16 17 Page 1 of 1 18 19

Once located, the User can click on View Details and the below screen shot is what the user would see. This shows how many of each transactions the specific Division/Location had in that weekly Demographics file.

VOYA

FINANCIAL

Voya PayCloud

Help | Exit

Voya PayCloud Home > Transaction History > Confirmation

625010 - PSERS SCHOOL EMPLOYEES'

Print

Export

Transaction ID: 8268971

User ID: User

Transaction Name: BATCH-VRPBRIDGE

Transaction Status: SUBMITTED

Payroll Date: 08/05/2024

Sequence Number: 13

Total Number of Transactions: 5402

Go to Home

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.

File Upload Edits

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


[Voya PayCloud Home](#) > [Transaction History](#)

625010 - PSERS SCHOOL EMPLOYEES'

Start Date 01/01/2024	End Date 08/08/2024
Select Division/Location	Payroll Date (MM/DD/YYYY)
Transaction Mode All	Refresh Export Submitted Batches to CSV

 Search by: Select

Transaction ID	Submitted Date	Payroll Date	Scheduled Date	Transaction Total \$	Status	Division/ Location	Trans Mode
8292903	08/08/2024	12/22/2023	2023-12-22		Contains Errors		File View Details
8292899	08/08/2024	01/05/2024	2024-01-05		Contains Errors		File View Details
8292862	08/08/2024	05/24/2024	2024-05-24		Contains Errors		File View Details

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

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

[Voya PayCloud Home](#) > [Transaction History](#) > [Error Details](#)

625010 - PSERS SCHOOL EMPLOYEES' DEFINED

Batch summary

Participants on file	: 3	Total file amount	: \$114.64
Participants with error/warnings	: 2	Total batch amount	: \$114.64
Participants in good order	: 1		

 Search by: Select

<input type="checkbox"/> Exclude ALL	Participant ID	Participant Name	Error Message	Type	Status	Action
<input type="checkbox"/>			Error: Participant record not found. Please correct the file and re-submit.	Error	Needs Attention	Edit Records
<input type="checkbox"/>			Error: Pre-Tax Calculation1 error, rate exceeds variance (Provided:23.00 Expected: 21.00).	Error	Needs Attention	Edit Records

[Back](#)
[Save](#)
[Continue](#)
[Print Error/Warning Report](#)
[Export to CSV](#)

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[Click here for supported browsers](#)

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

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

1 to 6 of 6 Page 1 of 1

< Back Reset Data Save

Once back on the Error Details Screen the user has four options.

1. **Print Error Report** which will generate a PDF document of the list of PPTs and Errors.
2. Click on **Edit Records** under the action column to correct the errors and submit the file.
3. Check the items to **Exclude All** or select the records individually that you want to **Exclude** and move to a new Contribution File.
 - a. While the **Submit** button will be clickable, be careful to either **Exclude** or **Correct ALL** error records before re-submitting the file.
4. **Export to CSV** which will pull the information on the screen into a CSV file.

If you are **Excluding** Records, the user will be prompted by the below pop-up window.

Would you like to create new transaction with the below excluded records? so that later you have an option to correct.

Participant ID	Participant Name	Error Message
[REDACTED]	[REDACTED]	Participant not on file

1 to 1 of 1 Page 1 of 1

Don't Create New Transaction and Continue Create New Transaction and continue Close

This window gives the user the option to:

1 – Don't Create New Transaction and Continue

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

2 – Create a New Transaction and Continue

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

3 – Close

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

Error Validation and Correction

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

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

Examples

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

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

Examples

- Compensation/Contribution Calculation failed.

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

Examples

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

Submitted Batches Print Screen

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

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

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

☐ Social Security Number

☐ Division/ Location by Social Security Number

☐ Contribution Type By SSN

☐ Name

☐ Division/ Location by Name

☐ Contribution Type By Name

Cancel

OK

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

VOYA

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Voya PayCloud

Help | E

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

Batch: Combined

Batch Name: FILE_UPLOAD_BATCH

Submit Date/Time: 08-08-2024 03:55:46

Plan Number: 625010

Division/Location: SINGLE

Payroll Date: 08-09-2024

Payroll Seq: 111

Status: Submitted

Submitting User ID: AUTO_USER

SSN	Name	Contribution Type	Loan no	Amount
		Pretax		\$53.41
		Match		\$43.70
		Pretax		\$63.46
		Match		\$51.92
		Pretax		\$35.11
		Match		\$28.73
Pretax Total:				\$1,662.42
Aftertax Total:				\$396.96
Match Total:				\$1,360.17
Contributions Total:				\$3,419.55
Loan Repayment Total:				\$0.00
Batch Total:				\$3,419.55
Bank:				\$3,419.55

Schedule Id	Calendar Name	Frequency	Division	Repeats
	PSERPAY2_BW_	Bi-Weekly		Every other Friday

NOTE- Batch processing Information

< Back

Print

Export


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There is also the option at the bottom of the screen to **Print** in PDF or **Export** in Excel

Reports

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




Voya PayCloud

Help | Exit

Voya PayCloud Home


625010 - PLAN 625010 [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

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

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




Voya PayCloud

Help | Exit

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

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

The BIRT (Business Intelligence Reporting Tool) report is an on-demand report where the user will be able to input custom criteria to produce a report for a specific timeframe. The report will be limited to the users DivSubs/Employer Code 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 **Export** button which will format XLS file. There is also the option to Search the report as well by any of the column headers and inserting a value in the **Search** box.

Voya PayCloud

Voya PayCloud Home > Reports Home > Reports Content

625010 - PSERS SCHOOL EMPLOYEES'

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)

Generate Report

Back

Voya PayCloud

Voya PayCloud Home > Reports Home > Reports Content

625010 - PSERS SCHOOL EMPLOYEES'

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 End Date

04/01/2024 06/30/2024

Generate Report

BIRT Report

Submit Dates from 04/01/2024 to 06/30/2024




Search by:

Plan Number	File Description	File Type	Frequency	Submission Mode	Submit Date	Transaction Total	Status
625010	625010-04172024	Payroll	bi-weekly	File Upload	04/17/2024	33.95	Submitted
625010	625010-04172024	Payroll	bi-weekly	File Upload	04/17/2024	33.43	Submitted
625010	625010-04162024	Payroll	bi-weekly	File Upload	04/16/2024	5,308.86	Submitted
625010	625010-04262024	Payroll	bi-weekly	File Upload	04/26/2024	661,023.32	Submitted
625010	625010-04122024	Payroll	bi-weekly	File Upload	04/12/2024	662,956.34	Submitted
625010	625010-04242024	Payroll	bi-weekly	File Upload	04/24/2024	6,062.06	Submitted
625010	625010-05082024	Payroll	bi-weekly	File Upload	05/08/2024	4,315.59	Submitted
625010	625010-05102024	Payroll	bi-weekly	File Upload	05/10/2024	667,454.86	Submitted
625010	625010-05152024	Payroll	bi-weekly	File Upload	05/15/2024	285.73	Submitted
625010	625010-05242024	Payroll	bi-weekly	File Upload	05/24/2024	660,986.29	Submitted
625010	625010-06042024	Payroll	bi-weekly	File Upload	06/04/2024	4,634.72	Submitted

CCA Reports

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

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



Voya PayCloud

Help

Voya PayCloud Home > Reports Home > Reports Content

625010 - PSERS SCHOOL EMPLOYEES'


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

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

Start Date (MM/DD/YYYY)

End Date (MM/DD/YYYY)

Generate Report



Voya PayCloud

Voya PayCloud Home > Reports Home > Reports Content

625010 - PSERS SCHOOL EMPLOYEES'

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

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

Start Date
04/01/2024

End Date
06/30/2024

Generate Report

CCA Report


 Export

Plan Name and Number: 625010 - PSERS School Employees' Defined.
Files Processed from 04/01/2024 to 06/30/2024

Search by:

Select

Search



Plan Number	Plan Name	DivSub	Folder Name	CCA ID	Total Debited	Contribution Total	Status	Create Date
625010	PSERS School ...		240607CP0008	20240607...	659,507.75	659,507.75	Closed	06/07/2024
Total					659,507.75	659,507.75		
625010	PSERS School ...		240605CP0062	20240605...	550.16	480.38	Closed	06/05/2024
625010	PSERS School ...		240605CP0060	20240605...	550.16	36.47	Closed	06/05/2024
625010	PSERS School ...		240605CP0059	20240605...	550.16	25.31	Closed	06/05/2024
Total					1,650.48	550.16		
625010	PSERS School ...		240508CP0018	20240508...	4,315.59	4,315.59	Closed	05/08/2024
Total					4,315.59	4,315.59		
625010	PSERS School ...		240516CP0078	20240516...	4,065.29	239.18	Closed	05/15/2024
625010	PSERS School ...		240516CP0079	20240516...	4,065.29	239.18	Closed	05/15/2024
625010	PSERS School ...		240516CP0077	20240516...	4,065.29	239.18	Closed	05/15/2024
625010	PSERS School ...		240516CP0081	20240516...	4,065.29	239.18	Closed	05/15/2024

Communications

Standard email functionality will be used to generate the email notifications for the PSERS contacts. Any new users will not default into the notification and will need to opt in if they want to receive communication. Users will have the ability to modify their notification selection via the **Profile** screen in Sponsor Web.

Before going into the **Processing Center** of Sponsor Web, the User will select **Account Setting** from the top right corner of the screen. From that screen the user will go to **Communication Preferences** and click on **Subscriptions** sections where you can uncheck the subscription by type and employer and **Apply Changes**.

Communication Types

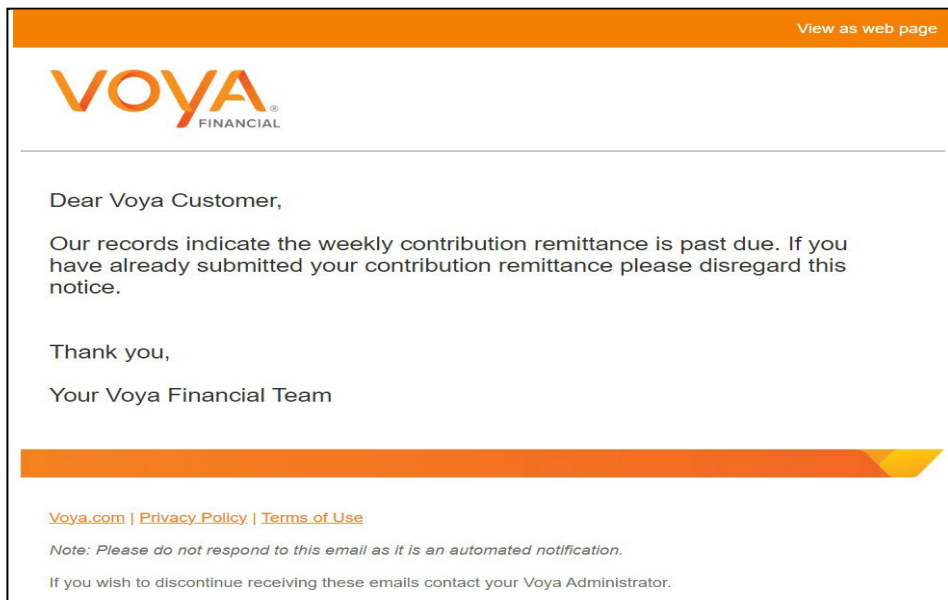
Currently there is only the one type of notification available.

File Was Not Received

File Was Not Received

The notice will be generated for any Contribution Files that have not been submitted.

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



Additional Sponsor Web Functionality

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

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



Appendix 1

Identify Correct Membership Class

Identify Correct Membership Class

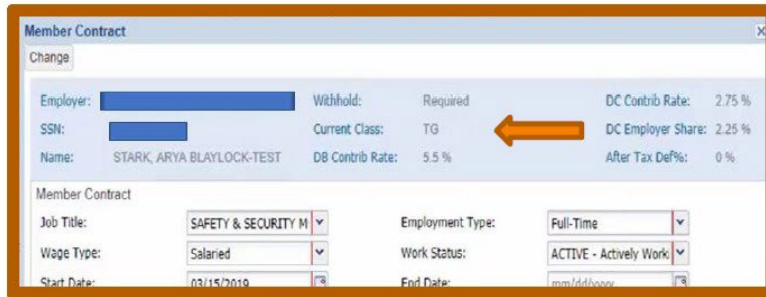
- How do I know what a member's contribution rate is?
 - View under View/Edit Member Contract after you have entered the demographic and contract record.
 - Once the contract record upload has been processed go back into it under file history and you can see the rate, class and whether or not to withhold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



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

View Membership Class and Qualification

View Membership Class and Qualification



Member Contract

Change

Employer:	[REDACTED]	Withhold:	Required	DC Contrib Rate:	2.75 %
SSN:	[REDACTED]	Current Class:	TG	DC Employer Share:	2.25 %
Name:	STARK, ARYA BLAYLOCK-TEST	DB Contrib Rate:	5.5 %	After Tax Def%:	0 %

Member Contract

Job Title:	SAFETY & SECURITY M	Employment Type:	Full-Time
Wage Type:	Salaried	Work Status:	ACTIVE - Actively Work
Start Date:	03/15/2019	End Date:	mm/dd/yyyy

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

Appendix 2

Financial File from Employers Layout

Header Record

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

Detail Record

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

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

Trailer Record

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

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