Member Exception Queue – Employer User QRG

Member Exception Queue

Use the *Member Exception Queue – Employer User Quick Reference Guide (QRG)* to aid in managing the member exception queue in the ERM application.

Member Exception Queue Topic Covered:

→ **Managing the Exception Queue**

Managing the Exception Queue

For any member transaction that contains errors and fails validation, and for all '77 Fund enrollments, the transaction is placed into the Exception Queue. You must resolve the exception before the transaction is accepted by the ERM application and becomes effective. If the exception is not resolved, then wage and contribution amounts submitted for this member will also be placed in the Wage and Contribution Exception Queue and will not be accepted by the ERM application.

To access the Exception Queue:

1. Select the appropriate Submission Unit from the grid on the ERM *Home* page.
2. Click the **Next** button to access the Home Dashboard.
3. Click the applicable hyperlink in the "Exception Type" column in the Exceptions Summary section. The Exception Queue tab for the chosen hyperlink will automatically open (Figure 1).

To resolve a member maintenance, enrollment exception, or ASA exception (PERF only) from the Exception Queue:

1. Click the applicable hyperlink in the "Action" column of the table to open a summary screen for the chosen transaction. A description of the error(s) that caused the transaction to be placed in the Exception Queue appears in the upper right of the summary screen.
2. Locate the data field that contains the error.
3. Enter the data required to resolve the error(s) into the appropriate field(s).
4. Once you've provided the information necessary to resolve the error, click the **Save and Revalidate** button to resubmit the transaction for validation. If you would like to remove a transaction because it was entered erroneously, click the **Delete** button.
5. If you don't have the information required to resolve the exception, click the **Back** button to return to the ERM *Home* page.

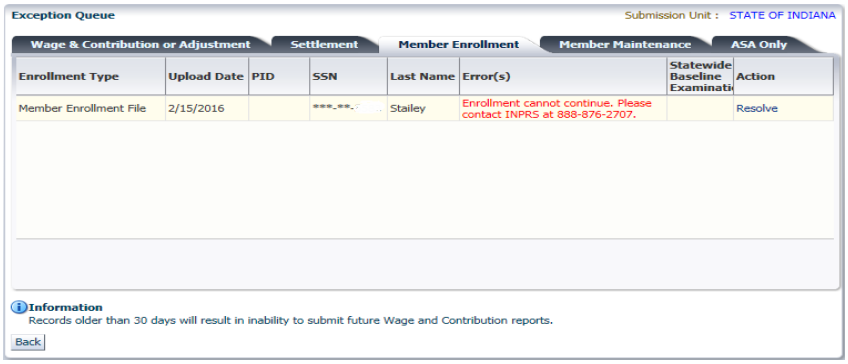

Figure 1: ***Member Enrollment Exception Queue***

NOTE: If transactions have been in the Exception Queue for 30 days or more, you will not be able to submit reports for payment until the errors are resolved.

To complete a '77 Fund enrollment:

Before an enrollment into the '77 Fund is complete, the member must pass the Statewide Baseline Examination. Once you've completed the initial enrollment by entering the member demographic data, you'll receive notification, either by phone, email, or mail from INPRS, that results have been received. The approval date will be entered by INPRS. You will need to enter the member's hire date to complete the member's enrollment into the '77 Fund.

To complete the enrollment:

1. Click the member's enrollment transaction hyperlink in the "Exception Type" column in the Exceptions Summary section on the Home Dashboard.
2. Click the *Enter Hire Date* hyperlink in the "Action" column of the table next to the transaction you wish to modify.
3. Enter the member's hire date into the **Hire Date** field.
4. Click the **Save and Revalidate** button to submit the transaction for validation.

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