

# ERM Missing Member Report QRG - Employer

Use this Quick Reference Guide (QRG) to produce the Missing Member Report from the Employer Reporting and Management (ERM) system. This report should be produced on a regular basis to avoid problems with uploading and processing Wage and Contribution Reports.

The instructions contained in this QRG are also included in the [Employer Reporting & Maintenance](#) section of the INPRS website in the [ERM – Manuals](#) page.

If you have questions contact the Employer Advocate (EA) Team at (888) 876-2707 (Toll-free).

## Missing Member Report

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## In ERM

In order to access the report and make the changes necessary to address the missing member situation, you must have the appropriate permissions in ERM for these functions. Otherwise, items like the Submission Unit, etc., will not display for you. If this is an issue, contact your Clerk/Treasurer to request an update to your permissions in ERM or to find out who should be performing these tasks.

## Access the Missing Member Report

To access the *Home Dashboard* for a Submission Unit:

1. Select your Submission Unit from the table on the ERM *Home* screen.
2. Click **Next**. The *Home Dashboard* for the selected Submission Unit opens, as shown in Figure 1.

**Figure 1: Home Dashboard**

**Home Dashboard** Submission Unit : CITY OF INDIANAPOLIS

**Notifications**

Title	Author	Date Received	Message
No data to display.			

**Exceptions Summary**

Exception Type	Count	Oldest (In Days)
Wage and Contribution or Adjustment	0	N/A
Wage and Contribution Settlement Adjustment	0	N/A
Member Enrollment	0	N/A
Member Maintenance	1	76
Missing Members Greater Than 60 Days	1590	2325

**Payroll Calendar**

Pay Date	Status
5/17/2019	Past Due
5/24/2019	Past Due
5/24/2019	Past Due
5/31/2019	Past Due

**Missing Member Report**

Click here to generate Missing Member Report for the user [View Missing Member Report](#)

[Back](#)

The *Home Dashboard* displays the following for the selected Submission Unit:

- Notifications
- Exceptions Summary

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- Payroll Calendar
- **Missing Member Report**

## View and Review the Report

There are two Missing Member reports available as outlined in the following sections.

### **Missing Member Report (> 30 Days)**

The *Missing Member Report* section on the *Home Dashboard* allows viewing those members in your Submission Unit who have not had a wage and contribution transaction submitted for between 30 and 59 days (>30).

To view a missing member report, click **View Missing Member Report**, and the report displays as shown in Figure 2.

**Figure 2: Missing Member Report on ERM Home > 30**

Missing Members								Export to Excel
Pension Id	Last Name	SSN	Days Missing	Last Payroll Date	Last Pay Period Date	Open Life Event	Retired w/ SUS	
000	ABSHIRE	5278	47	7/6/2022	6/25/2022			
000	ACKERMAN	2226	47	7/6/2022	6/25/2022			
001	ADAMS	1916	47	7/6/2022	6/25/2022			
001	ADEDEJI	0023	47	7/6/2022	6/25/2022			
001	ALLEN	4978	47	7/6/2022	6/25/2022			
001	Alley	1967	47	7/6/2022	6/25/2022			
001	AMONETTE	3894	47	7/6/2022	6/25/2022			
001	ANAND	5651	47	7/6/2022	6/25/2022			
000	ANDERSON	7362	47	7/6/2022	6/25/2022			
001	BALLA	6158	47	7/6/2022	6/25/2022			
000	BARLEY	0997	47	7/6/2022	6/25/2022			
000	BARNES	9586	47	7/6/2022	6/25/2022			
000	BARTON	7603	47	7/6/2022	6/25/2022			
001	BASTIN	4967	621	12/9/2020	11/28/2020		SDIS	

The *Missing Member Report* contains the following information, as shown in Figure 2:

- Pension ID
- Last Name
- SSN (partial)
- Days Missing – this is the number of days from the Last Pay Period Date to the current date. If the number is > 60, the member displays on the *Missing Member Report > 60* (Figure 3)
- Last Payroll Date
- Last Pay Posted Date
- Open Life Event
- **Retired w/ Act SUS** (EOFF = Elected Official, MRET = Millie Morgan Retired, SDIS = State Disability)

This report can be exported to Excel for further evaluation, etc., by clicking the **Export to Excel** option at the top of the *Missing Members* screen.

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## Missing Members Greater Than 60 Days

If the **Missing Members Greater Than 60 Days** is selected from the *Exception Summary* section (Figure 3), the **Miss MBR > 60** tab in the *Exception Queue* displays (Figure 3). At this point the information is in the **Missing Member Exception Queue** and is available to be resolved by the employer.

Figure 3: Missing Members Report > 60

PID	SSN	Last Name	Last Pay Period End Date	Resolve By Date	ERROR	Action
00i	***-**-4129	Baldwin	12/6/2019	3/6/2020	No W&C, W&C Adjustment, or Life Event in the past 60 days.	Terminate Member
00i	***-**-3134	Coats	12/6/2019	3/6/2020	No W&C, W&C Adjustment, or Life Event in the past 60 days.	Terminate Member
00i	***-**-9055	Rains	N/A	3/9/2020	No W&C, W&C Adjustment, or Life Event in the past 60 days.	Terminate Member
00i	***-**-5377	Smith	12/13/2019	3/13/2020	No W&C, W&C Adjustment, or Life Event in the past 60 days.	Terminate Member
00i	***-**-3785	Shreve	12/20/2019	3/20/2020	No W&C, W&C Adjustment, or Life Event in the past 60 days.	Terminate Member

**Information**  
Records older than 90 days will result in the inability to submit future Wage and Contribution reports.

The *Missing Member Report >60* from the **Miss MBR > 60** tab in the *Exception Queue* contains the following information, as shown in Figure 3:

- Pension ID (PID)
- SSN (partial)
- Last Name
- Last Pay Period End Date – this is the last date that a W&C was submitted for this member
- Resolve By Date – this is 60 days from the Last Pay Period End Date
- ERROR – this is a brief explanation of the error causing the W&C not to process
- Action – this is a link to the *Terminate Member* dialog box. Refer to the [Missing Member Corrections in ERM](#) section of this document for details.

**NOTE:** Information: Records older than 90 days may result in the inability to submit future Wage and Contribution reports.

## Missing Members Between 60 and 90 Days

An auto-generated email (*Missing Member Enforcement*) is sent to the employer notifying you that you need to check your dashboard because you have entries in the *Missing Member Exception Queue*.

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## Missing Members Over 90 Days

An employer with missing members over 90 days causes the employer to be blocked. Refer to the [Missing Members Blocked](#) section of this document for details.

## Missing Members Blocked

In this situation an employer is blocked from proceeding with any regular wage and contribution submissions. Adjustments are allowed because this is one of the ways that the missing member situation can be resolved.

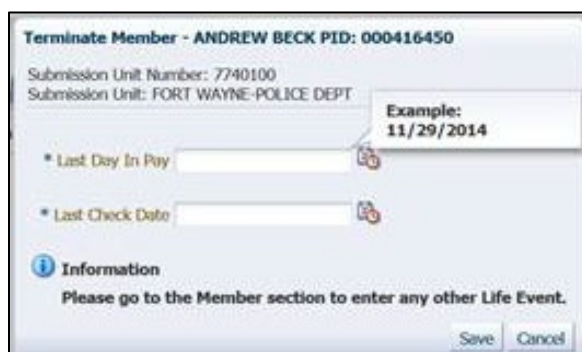
Upon attempting to upload or enter regular wage and contributions you receive a message notifying you that this process is blocked. In order to resume regular wage and contribution activity you must assess and resolve your missing member situation. Common resolutions involve making wage and contribution adjustments, terminating the member, entering a qualifying life event, etc.

If you have questions about how to resolve a missing member issue, contact the Employer Advocate (EA) Team at (888) 876-2707 (Toll-free) and speak with an EA.

## Missing Member Corrections in ERM

1. Click on the **Terminate Member** link on the *Missing Members > 60 Report*.
2. From the *Terminate Member* dialog box you can enter the **Last Day In Pay** and the **Last Check Date** to formally terminate the member and release the “missing member” record to upload with the other records on the Wage and Contribution Report.

**Figure 4: Terminate Member Dialog Box**



The screenshot shows a dialog box titled "Terminate Member - ANDREW BECK PID: 000416450". It contains the following information:

- Submission Unit Number: 7740100
- Submission Unit: FORT WAYNE-POLICE DEPT
- An example date: 11/29/2014
- Two input fields: "Last Day In Pay" and "Last Check Date", each with a calendar icon.
- An "Information" section with a blue icon and the text: "Please go to the Member section to enter any other Life Event."
- "Save" and "Cancel" buttons at the bottom.

3. If the member is not to be terminated, but rather, needs to have a Life Event entered to correct the error, follow the instructions on the *Terminate Member* dialog box – **Information: Please go to the Member section to enter any other Life Event.**
4. If the member is not to be terminated, but rather, is missing contributions or adjustments, you must provide the data required to complete the member record and thereby correcting the error and therefore allowing the Wage and Contribution Report to upload.

**NOTE:** Your submission unit's wage and contributions **cannot** process unless **ALL** of the missing member information (errors) have been corrected. Correcting one instance does not make the difference. If you need assistance, contact the Employer Advocate (EA) Team at (888) 876-2707 (Toll-free). The EA can assist you in correcting these issues but cannot make the corrections or entries for you.