ERM Member Exception Queue QRG - Employer

NOTE: To ensure that both employers and INPRS staff perform functions in ERM consistently and efficiently, the ERM manuals have been written for Employer and Staff. The Employer versions are available from the Employer Reporting & Maintenance page of the INPRS website. (IC 5-10.2-2-12.5)

This document was formerly titled, *Member Exception Queue-Employer User QRG.* Use this Quick Reference Guide (QRG) to aid in managing the member exception queue in the Employer Reporting and Maintenance (ERM) application.

Member Exception Queue Topics Covered

- **Manage the Exception Queue**
- **Access the Queue**
- **Resolve Member Maintenance Exceptions**
- **Complete a '77 Fund Enrollment**

Manage 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. The exception must be resolved 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 are also placed in the *Wage and Contribution Exception Queue* and are not accepted by the ERM application.

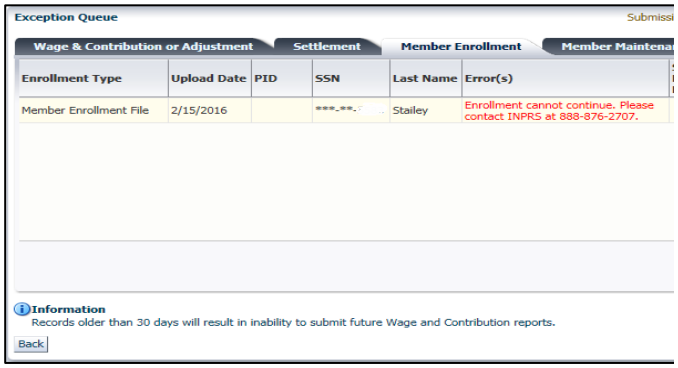
Access the Exception Queue

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 link in the **Exception Type** column in the *Exceptions Summary* section. The **Exception Queue** tab for the chosen link automatically opens.

Resolve Member Maintenance, Enrollment Exception, or DC/ASA Exception (PERF only)

1. Click the applicable link 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* displays 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 have provided the information necessary to resolve the error, click the **Save and Revalidate** button to resubmit the transaction for validation. To remove a transaction because it was entered erroneously, click **Delete**.

Figure 1: Member Enrollment Exception Queue



5. If the information required to resolve the exception is not available, click the **Back** button to return to the *ERM Home* page.

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.

Complete a '77 Fund Enrollment

Before an enrollment into the '77 Fund is complete, the member must pass the Statewide Baseline Examination. Once the initial enrollment is completed by entering the member demographic data, notification is sent either by phone, email, or mail from INPRS, that results have been received. The approval date is entered by INPRS. 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 link in the **Exception Type** column in the *Exceptions Summary* section on the *Home Dashboard*.
2. Click the **Enter Hire Date** link in the **Action** column of the table next to the transaction to be modified.
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.

NOTE: Effective 12/31/2009, employers are to submit contributions, records, and reports electronically in a uniform format through a secure connection over the Internet. Set up of employer, users, wage and contribution submissions and instructions on completing tasks are included in the manuals and QRGs available on the ERM – Manuals page and the ERM – Quick Reference Guides page of the INPRS website. (IC 5-10.2-2-12.5)