ERM W&C Resolving Errors QRG - Employer

NOTE: To ensure that both employers and INPRS staff perform functions in ERM consistently and efficiently, the ERM documents 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)

Use this Quick Reference Guide (QRG) to aid in viewing and resolving wage and contribution errors in the Employer Reporting and Maintenance (ERM) application. This document was formerly titled, Resolving Wage and Contribution Errors – Employer User QRG.

W&C Resolving Errors Topics Covered

- View and Resolve Errors via Exception Queue
- View and Resolve via Submission Reports

If a wage and contribution transaction entered into ERM contains errors, it is placed in the Exception Queue. Errors must be corrected before payment for the transaction can be processed. There are two ways errors can be resolved:

- The Exception Queue
- Through the Submission Reports section of the ERM application

Resolve via the Exception Queue

View the Exception Queue

- 1. Select the appropriate Submission Unit from the grid and click Next to access the Home Dashboard for the selected Submission Unit.
- 2. Click the applicable link in the Exception Type column of the Exceptions Summary section. The exception then displays in the appropriate Exception Queue tab for the selected link (Figure 1).

Resolve the Error

1. Click the applicable **Resolve** link in the Action column of the table. A transaction summary opens (Figure 2).

Figure 1: Wage and Contribution or Adjustment Exception Queue

W&C	1004	Patterson	PID 000978247	SSN	Payroll Date	Error(s) A-10-Mandatory contributions do not total 3.0% of reported wages. CV-65-The member's vol. pre-tax contrib.	Actio
					.,,	is not equal to the elected percentage applied to the wages.	



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- 2. Locate the data field(s) containing errors.
- 3. Enter the corrected information into the field(s).
- 4. Click Save and Revalidate to re-submit t transaction for validation against a set of business rules.
- 5. Once the transaction passes validation, process the transaction for payment by accessing the Submission Reports section of the ERM application.

Figure 2: Transaction Errors

he	Report Id 1004 Report Status Validated Report Type W & C. Transaction Status Failed with Errors Payroll Date 1/28/2011 Transaction Id 1004 Hire Date 5/6/2008	Transaction 1004 has the fol General error : A-10-Mandatory o Field Wages Voluntary Pre-Tax Co member's vol. pre-tax contrib. is n wages.	lowing errors ontributions do not total 3.0% of reported wages. ontribution with value 0.0 has the error : CV-65-The not equal to the elected percentage applied to the	
n	La View Persion Period Start Date * Period End Date * Wages - Mandatory Pre-Tax Contribut Wages - Mandatory Post-Tax Contribut Wages - Voluntary Pre-Tax Contribut Wages - Voluntary Post-Tax Contribut	st Name Patterson SSN ****-**-6789 ID 000978247 I/15/2011 1 uses 1000 ion 0 ion 0 ion 0 ion 0	Last Day in Covered Position Last Day in Pay Last Check Date Severance - Mandatory Pre-Tax Contribution Severance - Voluntary Pre-Tax Contribution Severance - Voluntary Pre-Tax Contribution Severance - Voluntary Pre-Tax Contribution Severance - Employer Contribution Share	

NOTE: If there are items in the Exception Queue for 30 days or more, you will not be able to submit wage and contribution reports for payment until those items are resolved.

Resolve via Submission Reports

View the Submission Reports

- 1. Choose Wage and Contribution from Navigation Menu. Choose Submission Reports from the drop-down menu.
- 2. Select the appropriate Submission Unit. Click Next to access the Home page for the selected Submission Unit.

NOTE: Only the Submission Units that you have access to view appear in the grid.

- 3. Use the search fields in the top section of the Search Reports screen (Figure 3) to locate a specific submission report.
- 4. Click the applicable View link in the Action column of the grid. The Report Summary screen opens (Figure 4).

Figure 3: Search Reports Screen

Search Reports	5					
Re	port Number					
	Report Type		~			
Payroll Date Range	- From Date	20				
Payroll Date Ran	ige - To Date	20				
Status Date Range	- From Date	20				
Status Date Ran	nge - To Date	1				
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	Report Status	•				
	Se	arch				
Select Report Selected Submissio	n Unit: Dugger U	Inion Community School C	Corp			
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Select Report Selected Submissio If you are not abl Report Number	n Unit: Dugger U e to find a parti Payroll Date	Inion Community School C cular report, please li Report Type	Corp mit your search cr Report Status	iteria to return m Status Date	TotalDue	orts.
Select Report Selected Submissio If you are not abl Report Number 4747720	e to find a parti Payroll Date 02/19/2016	Inion Community School C cular report, please li Report Type Regular Wage and	Corp mit your search cr Report Status Paid	riteria to return m Status Date 02/19/2016	TotalDue	orts. Action View
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5. Select the appropriate Validation Results line, and then click the View link in the View column.



Resolve the Error

- 1. Click the **Resolve** link in the *Resolve* column of the appropriate **Validation Results** line (Figure 4). The *Resolve Transactions* screen opens.
- 2. Review the transactions in the grid on the *Resolve Transactions* screen.
- 3. Click the **Resolve** link next to the transaction to be resolved. An error summary opens (see Figure 2).
- 4. Locate the data field(s) containing error(s).
- 5. Enter the corrected information into the field(s).
- Click Save and Revalidate. The transaction screen closes, and you return to the *Resolve Transactions* screen.

Figure 4: Report Summary Screen

Repor	t Status: Validated	Report Type:	Regular Wage and Co	ntribution		
	Mandatory Pre- Tax Contributions	Mandatory Post- Tax Contributions	Voluntary Pre- Tax Contributions	Voluntary Post- Tax Contributions	Normal Cost	Supplemental Cost
Wages	60.00	0.00	0.00	0.00	116.00	0.00
Severance Wages	0.00	0.00	0.00	0.00	0.00	0.00
<						>
Total Transactions:	2			Munchen	16	Develop
Total Transactions: Validation Results	2			Number	View	Resolve
Total Transactions: Validation Results Transactions That Pa	2 issed Validations			Number 0	View	Resolve
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7. Once the updated transaction(s) passes validation, it displays in both the **Transactions that Passed Validations** and the **Transactions that Passed Validations and Have Not Been Submitted for Payment** rows in the *Validation Results* grid on the *Report Summary* screen. Once the transaction displays in these two rows, you may process the transaction for payment by clicking the **Process for Payment** button.

NOTE: If there are items in the Exception Queue for 30 days or more, you will not be able to submit wage and contribution reports for payment until those items are resolved.

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 <u>ERM – Manuals</u> page and the <u>ERM – Quick Reference</u> <u>Guides</u> page of the INPRS website.

