

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 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)

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

Transaction Type	Report Id	Last Name	PID	SSN	Payroll Date	Error(s)	Action
W & C	1004	Patterson	000978247	***-**-6789	1/28/2011	A-10-Mandatory contributions do not total 3.0% of reported wages. CV-65-The member's vol. pre-tax contrib. is not equal to the elected percentage applied to the wages.	Resolve

Information
Records older than 30 days will result in the inability to submit future Wage and Contribution reports.

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2. Locate the data field(s) containing errors. **Figure 2: Transaction Errors**

3. Type the corrected information into the field(s).

4. Click **Save and Revalidate** to re-submit the 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.

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 will 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).

5. Select the appropriate **Validation Results** line, and then click the **View** link in the *View* column.

Figure 3: Search Reports Screen

Report Number	Payroll Date	Report Type	Report Status	Status Date	Total Due	Action
4747720	02/19/2016	Regular Wage and...	Paid	02/19/2016	1087.53	View
4722746	02/05/2016	Regular Wage and...	Paid	02/10/2016	1087.53	View
4721920	01/22/2016	Regular Wage and...	Paid	02/10/2016	1087.53	View

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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).
6. Click **Save and Revalidate**. The transaction screen closes, and you return to the *Resolve Transactions* screen.
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.

Figure 4: Report Summary Screen

Report Summary						
Report Number: 4918642		Payroll Date: 03/25/2016				
Report Status: Validated		Report Type: Regular Wage and Contribution				
	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
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Total Members: 2						
Total Transactions: 2						
Validation Results				Number	View	Resolve
Transactions That Passed Validations				0		
Transactions That Passed Validations With Warnings Only				0		
Transactions That Failed Validations With Errors Only				2	View	Resolve
Transactions That Failed Validations With Errors and Warnings				0		
Total Transactions Processed				2		
Transactions That Passed Validations and Have Been Submitted for Payment				0		
Transactions That Passed Validations and Have Not Been Submitted for Payment				0		
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Back Delete Report Process Payment Edit Payment Date Release Payment						
Summary Report Detailed Report Payment Report						

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 [ERM – Manuals](#) page and the [ERM – Quick Reference Guides](#) page of the INPRS website.