

# ERM W&C Resolving Errors QRG - Employer

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 the **Next** button 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).

Figure 1: Wage and Contribution or Adjustment Exception Queue

Exception Queue							
Submission Unit : PUBLIC EMPLOYEES RETIREMENT FUND							
Wage & Contribution or Adjustment		Settlement		Member Enrollment		Member Maintenance	
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 inability to submit future Wage and Contribution reports.

### Resolve the Error

1. Click the applicable **Resolve** link in the **Action** column of the table. A transaction summary opens (Figure 2).
2. Locate the data field(s) containing errors.
3. Type the corrected information into the field(s).
4. Click the **Save and Revalidate** button 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.

Figure 2:

Report Id	1004	<b>Transaction 1004 has the following errors</b>	
Report Status	Validated	General error : A-10-Mandatory contributions do not total 3.0% of reported wages.	
Report Type	W & C	Field Wages Voluntary Pre-Tax Contribution with value 0.0 has the error : CV-65-The member's vol. pre-tax contrib. is not equal to the elected percentage applied to the wages.	
Transaction Status	Failed with Errors		
Payroll Date	1/28/2011		
Transaction Id	1004		
Hire Date	5/6/2008		

Last Name	Patterson	Last Day in Covered Position	
View SSN	***-**-6789	Last Day in Pay	
Pension ID	000978247	Last Check Date	
Period Start Date *	1/15/2011	Severance Wages	
Period End Date *	1/28/2011	Severance - Mandatory Pre-Tax Contribution	
Wages	1000	Severance - Mandatory Post-Tax Contribution	
Wages - Mandatory Pre-Tax Contribution		Severance - Voluntary Pre-Tax Contribution	
Wages - Mandatory Post-Tax Contribution	50	Severance - Voluntary Post-Tax Contribution	
Wages - Voluntary Pre-Tax Contribution		Severance - Employer Contribution Share	
Wages - Voluntary Post-Tax Contribution			

**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.

# ERM W&C Resolving Errors QRG - Employer

## 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 the **Next** button 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	<a href="#">View</a>
4722746	02/05/2016	Regular Wage and...	Paid	02/10/2016	1087.53	<a href="#">View</a>
4721920	01/22/2016	Regular Wage and...	Paid	02/10/2016	1087.53	<a href="#">View</a>

  

Report Summary	
Report Number: 4747720	Total Wages: 7658.42
Total Mand Contrib: 229.77	Total Vol Contrib: 0.00
Total Employer Share: 857.76	Total Due: 1087.53
Total Members: 10	Total Trans Processed: 10

### 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. Type the corrected information into the field(s).
6. Click the **Save and Revalidate** button. 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

	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

  

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	<a href="#">View</a>	<a href="#">Resolve</a>
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		

**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.