ERM Wage and Contribution 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

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1. Resolving Errors Overview

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

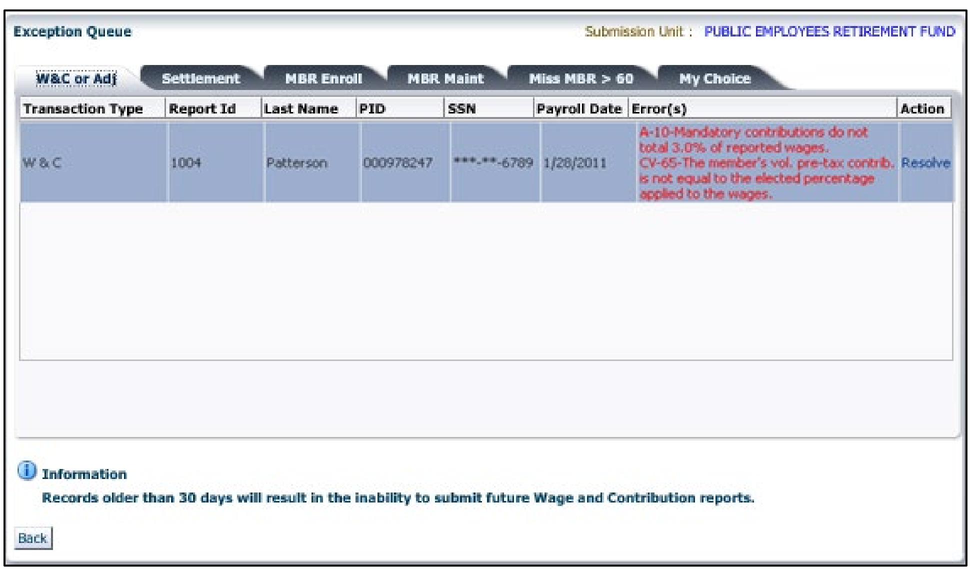
2. Resolve via the Exception Queue

2.1 View the Exception Queue

a. Select the appropriate Submission Unit from the grid and click **Next** to access the **Home Dashboard** for the selected Submission Unit.

b. 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



2.2 Resolve the Error

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

b. Locate the data field(s) containing errors.

c. Enter the corrected information into the field(s).

d. Click **Save and Revalidate** to re-submit the transaction for validation against a set of business rules.

Figure 2: Transaction Errors

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.

3. Resolve via Submission Reports

3.1 View the Submission Reports

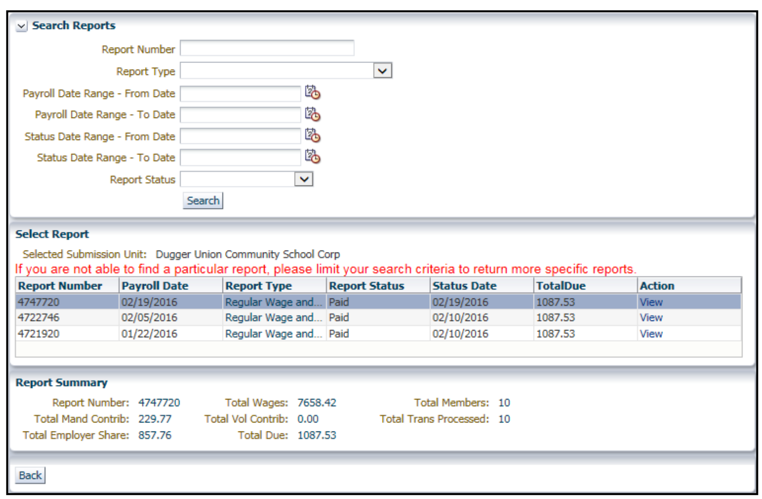
a. Choose **Wage and Contribution** from **Navigation Menu**. Choose **Submission Reports** from the drop-down menu.

b. 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.

c. Use the search fields in the top section of the **Search Reports** screen (Figure 3) to locate a specific submission report.

Figure 3: Search Reports Screen



d. Click the applicable **View** link in the **Action** column of the grid. The **Report Summary** screen opens (Figure 4).

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

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3.2 Resolve the Error

a. Click the **Resolve** link in the **Resolve** column of the appropriate **Validation Results** line (Figure 4). The **Resolve Transactions** screen opens.

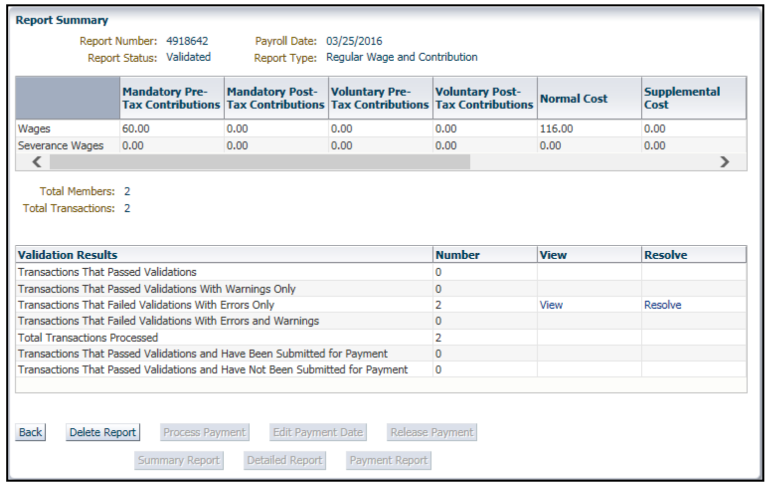
b. Review the transactions in the grid on the **Resolve Transactions** screen.

c. Click the **Resolve** link next to the transaction to be resolved. An error summary opens (see Figure 2).

d. Locate the data field(s) containing error(s).

e. Enter the corrected information into the field(s).

Figure 4: Report Summary Screen



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

g. 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 **Process for Payment**.

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.

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)