



HOW TO: Resolve Common Contribution File Errors/Warnings

ERRORS

Service days and hours must be greater than zero:

- Service days and hours are required fields for specific earnings codes, such as 01 – regular contribution.
- Only when the Contribution Record is correct with no days and hours, use the 04 – Stretch Pay earnings code.

Enrollment is required for member:

- If a Member Enrollment Record was not entered prior to contributions being reported.
- If it has been more than six months since the member has contributed.
- If the Social Security number differs between the Contribution Record and Member Enrollment Record:
 - ✓ Check if the Contribution Record has the wrong Social Security number, then correct the number in the Contribution Record, and click Save.
 - ✓ Check if the Member Enrollment Record was entered with the incorrect Social Security number. Because a new Member Enrollment Record must be entered in eSERS, call Employer Services to remove the incorrect enrollment. A copy of the member's Social Security card or I9 will be required.
- If you receive this error, and the person is a recent retiree who has not returned to work, please call Employer Services for assistance. Do not enter in a Member Enrollment Record.

Please Note: Once a Member Enrollment Record is entered and posted, go back and click Save on the Contribution Detail Record. This resubmits the contribution information to eSERS. Call Employer Services at 877-213-0861 if the error is not removed; do not enter another Member Enrollment Record.

Service days are invalid (error) and Service days cannot be greater than number of days between period begin date and period end date (warning):

- Verify the days being reported are correct.
- The number of days cannot be greater than the number of days between the period begin date and period end date in a pay schedule.
 - Example: If you are reporting under a biweekly schedule, a biweekly schedule has 14 days between the period begin date and period end date.
- Change the earnings code to 02 – Supplemental. This allows a greater number of days to be submitted.

Retro contributions cannot be reported for the current pay period:

- The 03 – Retro earnings code can only be used when there is a retroactive pay increase for the employee.
- The earnings period begin date and end date must be for a prior reporting period where the contribution would have been reported.

Reminder: If you missed reporting a contribution for an employee, use a “Missed Contribution” earnings code (91, 92, 94), and not a Retro Pay.

Adjustment cannot be posted without original transaction. For missed contribution use different earnings code.

- The regular file must be posted before the adjustment file can post.
- Once the original file has posted, open the Contribution Record in the adjustment file, and click the Save button. This resubmits the adjustment information to eSERS.
- A “Pending member account transaction exists for the adjustment” warning may appear. Click Suppress Warning, and then the Save button.

Net adjusted value cannot be below zero:

- You cannot subtract more than what was reported. Review the original transaction.

Service Days, Hours and Contribution must be either positive or negative in a Contribution record:

- You cannot have a positive and a negative in the same Contribution Record.

Period begin date and end date do not match any payroll schedule:

- The period begin date and/or the period end date in the Contribution Record(s) do not match the payroll schedule.
- Change the period begin and end dates in the Contribution Record(s) to match the payroll schedule being used, and then click Save.

Period begin and end date do not match payroll schedule for the given contribution cycle code and pay date:

- A contribution header was created for a pay date and contribution cycle code in which the current begin and end dates for the reporting period do not exist.
- Review the payroll schedule(s); one may need to be extended to cover future pay periods.
- If your period begin date and end date do not match your payroll schedule, you may need to change the dates in your contribution file to match the payroll schedule, or you may need to enter a new payroll schedule. Call Employer Services at 877-213-0861 for any assistance.

WARNINGS

Reminder: Please review all warnings for accuracy before suppressing the warning.

Net service days cannot be greater than 92:

- Suppress the warning.

Unreasonable rate of pay:

- This is received when there is a large amount of earnings with a small amount of days reported.
- Was a Compensation Determination completed to determine if the contributions should be reported?
- Suppress the warning. There will be follow up from Employer Services.

Reported earnings do not match system calculated earnings:

- Verify the contribution submitted is correct.
- Change the earnings you are reporting to match the system calculated earnings, click Save, and the record will become valid.
- Suppress the warning, and click Save.

Reported last name does not match system records:

- Suppress the warning, and click Save.
- Call Employer Services and update the last name to ensure you will not receive this warning on future reports.

For more information on earning codes, visit our website at www.ohsers.org/employers for the *How To: Earning Codes for Contribution Reporting*.