



EmployerDirect Learner's Guide



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Section 1: Overview

EmployerDirect is a self-service portal for ACERA participating Employers. After an EmployerDirect user enrolls in EmployerDirect, they can login to view information about their Employer’s account, submit Employer reporting batch files, create manual Employer reporting batches for submission to ACERA, correct exceptions generated in Employer reporting batches, run reports, and submit payment vouchers to ACERA.

1.1 - Required Submission of Supporting Documents

Employers will continue to provide ACERA any supporting payroll documents, spreadsheets, and reports as well as the Transmittal Form through ACERA’s current FTP site on a bi-weekly basis. Employers will now be required to upload the pay period transmittal batch files through EmployerDirect and not use the FTP site.

	ALAMEDA COUNTY EMPLOYEES’ RETIREMENT ASSOCIATION	TRANSMITTAL FORM
	PROCESS: Retirement Transmittal File Check-Off List	
<p>Please submit this form, along with your regular bi-weekly transmittal file, to the ACERA FTP site. If there are any issues processing this file, ACERA will contact the appropriate department to research.</p>		
PAY PERIOD # <input type="text"/>		
FROM <input type="text"/> / <input type="text"/> / <input type="text"/> TO <input type="text"/> / <input type="text"/> / <input type="text"/>		
IT – System changes	YES	NO
COMMENTS		

Employers are not able to email ACERA directly through EmployerDirect. Employers will need to continue communication with ACERA through email or phone. EmployerDirect will provide electronic notifications to EmployerDirect users when items are received by ACERA, processed or pending Employer action. EmployerDirect will also house historical data from previously processed batches and reports that Employers can access at any time.

1.2 - New Pay Items Approval Process

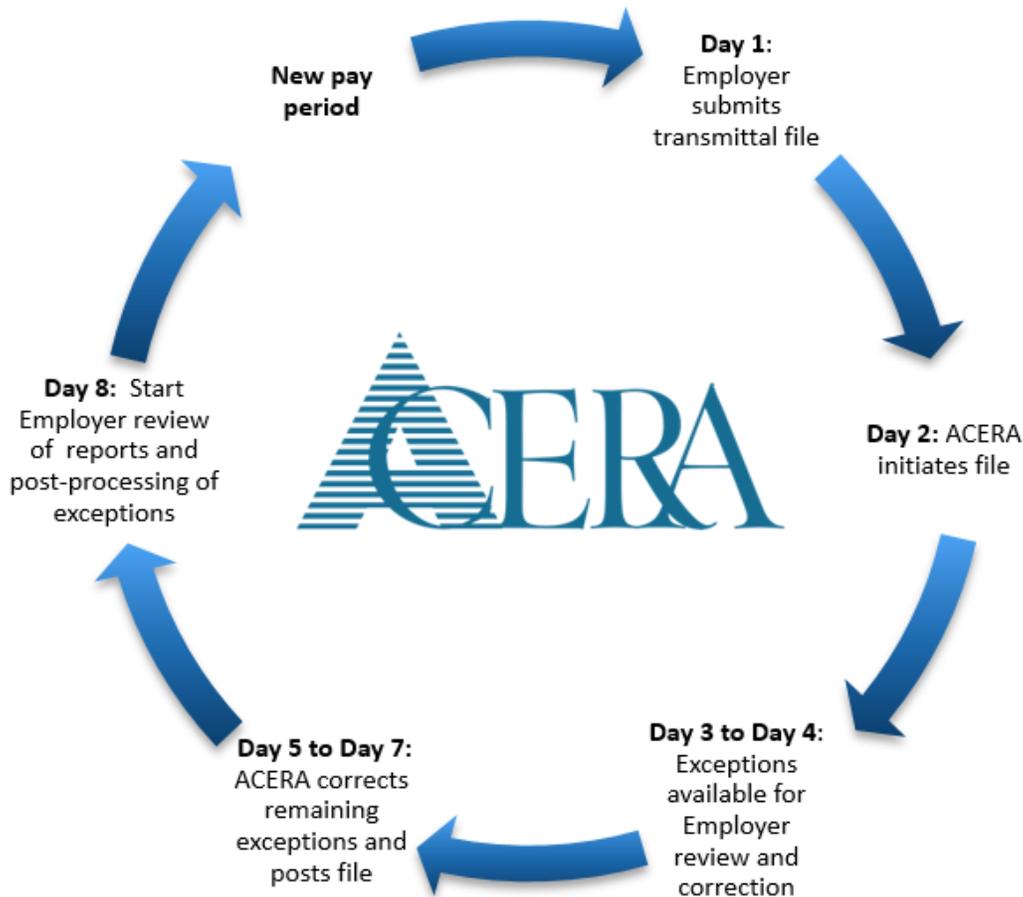
All pensionable and non-pensionable pay items must be approved before the Employer may begin using the pay item. Although earnings and allowance pay items do not need to be approved, the Employer must notify ACERA of these pay items also before using them. Using pay items before approval, will generate exceptions. Employers may need to calculate and process adjustments on future payrolls to refund or charge additional retirement contributions as needed. It will be the responsibility of the Employer to make these adjustments. Please review ACERA’s New Pay Items Approval Process for further information and approval timelines which can be found on our website at acera.org/Employers.

1.3 - Updated Transmittal Import Schedule and Transmittal Processing Timelines

Annually Employers will receive from ACERA the Transmittal Import Schedule outlining when pay period transmittal batch files must be submitted by the Employer. To avoid processing delays, Employers must upload and submit a valid file by the designed batch due date. Employers may submit the file early if desired.

Employers will now play a key role in the processing files by uploading the transmittal batch file themselves and assisting with correcting select Employer exceptions in EmployerDirect. Once a file has been successfully uploaded by the Employer, ACERA will initiate the transmittal posting process in ACERA’s pension system, PensionGold. Exceptions will then be available for the Employer to review in EmployerDirect and Employers will have 2 days to correct all designated Employer owned exceptions. Once ACERA has completed ACERA’s internal processing of the file, ACERA will post the transmittal batch file on Day 7. The Employer will then begin any post processing of exceptions on Day 8.

This process then repeats itself for each subsequent bi-weekly payroll.



Section 2: Quick Start Guide

Employers can follow the quick action steps below to get started. For further instructions on topics, we recommend reading the subsequent sections outlining EmployerDirect features in more detail.



Step 1: Enroll in EmployerDirect

Employers will provide the user account user information listed below to ACERA which will be used for account creation. This can be emailed to ACERA at ERDirectSupport@acera.org.

- Display Name - User Full Name
- Username – Logon name
- Email Address – User Email Address

Once enrollment information has been entered by ACERA, an email containing a link will be sent to the user. Users will click on this link to complete the EmployerDirect Enrollment process.

Access Code - ACERA will provide each Employer with their own unique access code. This should be kept in a secure place. New users will need to enter the Employer's access code to complete the enrollment process.

Create Password and Challenge Questions/Answers - Users will be prompted to create their password and challenge questions when logging in for the first time.

Confirmation of Successful Enrollment – After set-up, users will receive an email notification of the successful EmployerDirect Enrollment.

<Forgot Username> and <Forgot Password> functionality can be found on the EmployerDirect sign-on page. Users can change on their own their account settings as well as manage their account and security preferences.



Now the user is ready to log-on and begin using EmployerDirect and receiving important user alerts from ACERA.

Step 2: Submitting a Transmittal Batch File

Transmittal batch files are sent by the Employer to ACERA on a bi-weekly basis. These files can be scheduled (**BatchType="3319"**) or unscheduled (**BatchType="3414"**) batches. Scheduled batches must be submitted by or before the due date specified by ACERA. Annually ACERA will provide a Transmittal Processing Schedule to all Employers outlining due dates for transmittal file submission by pay period.

There are two ways you can access the **<Submit Reporting File>** option:

1. Directly from the left, main navigation menu under Employer Reporting or
2. From the Account Summary screen by selecting the **<Submit File>** option on the appropriate Reporting Batch Card

After submitting the file, the file will either load successfully or fail. The Employer will receive an automatic Employer alert or notification of the results.



Employer Reporting File Submitted Successful – This means that the submitted transmittal batch file passed ACERA's stringent format and totals verification as well as meeting the threshold for exceptions limits. The next step will be for ACERA to initiate the transmittal posting process in PensionGold.



Employer Reporting File Import Failure – Here the Employer will receive notification that the reporting file could not be imported. The notification will contain the error reason for the failure. The Employer will then review and correct the file; resubmitting to ACERA until a successful submission is achieved. Employers should reach out to ACERA when questions arise.

Step 3: Review and Correct Employer Exceptions



After successfully submitting the file, the Employer will wait for ACERA to initiate the file posting process in PensionGold. The Employer then will receive an email from ACERA staff that exceptions (if any) have been produced. Exceptions are normally ready to be reviewed by the Employer on Day 3 of the Transmittal Batch Process but may be available earlier. As soon as notification is received from ACERA, the Employer may begin their review in EmployerDirect.

Errors will appear as exceptions. Exceptions can be classified as **<fatal errors>**, where correction of data is needed, or **<warnings>**, where the system is providing notice of situations that may require review and further processing on future payrolls.

The Employer will then log-on to EmployerDirect and first navigate to **<Reports>** and select the **<Employer Reporting Exception>** report under Reports Manager. Once generated, the Employer will use this report to help identify Employer owned exceptions for correction and the report will be used in the Employer's post-processing process. The user will then navigate to the **<Exceptions>** screen which is

accessed from the left main menu under <Employer Reporting> to review all exceptions. Employers will have 2 business days to review and correct all Employer owned exceptions and must review designated warnings as part of the post-processing process. There are 3 types of exceptions that Employers are responsible for.

Employer Exception #1 - Missing Required Field
Employer Exception #2 - Invalid Value or Format
Employer Exception #3 – Missing Home Address

Employer Exception #1 - Missing Required Field

Message: {Attribute Name} is required.

Here the transmittal batch file is missing required information in one or more of the transmittal fields. In EmployerDirect, the Employer will review the data on the transmittal batch file to determine what required value is missing and then enter the required data. Once updated; the Employer will change the exception status to <resolved> or manually update the exception status to <corrected>. The Employer will be responsible for any needed updates to the Employer's payroll system where applicable.

Employer Exception #2 - Invalid Value or Format

Message: The {Attribute Name} is not valid. The {Attribute Name} must be {format description}.

This exception identifies that required data such as zip code or phone number is incomplete and/or is not in the required format. In EmployerDirect, the Employer will review the data on the transmittal batch file to determine what required data is incomplete and/or not in the required format and update the member's information in the Member Details Page. Once updated; the Employer will change the exception status to <resolved> or manually update the exception status to <corrected>. The Employer will be responsible for any needed updates to the Employer's payroll system where applicable.

Employer Exception #3 – Missing Home Address

Message: No Home address has been reported for the {HireType}. All {HireType}s are required to have a Home address on file.

This exception identifies that home address information was reported for select members on the transmittal batch file. A home address is required. In EmployerDirect, the Employer will review the data on the transmittal batch file to confirm affected members who do not have a Home address and add the missing information. Once updated; the Employer will change the exception status to <resolved> or manually update the exception status to <corrected>. The Employer will be responsible for any needed updates to the Employer's payroll system where applicable.

Correcting Employer Owned Exceptions -

The Employer will use the Member Details Page to review the information that was submitted on the transmittal batch file and identify what needs to be updated/corrected based on the exception type.

Exceptions that are categorized as <Fatal Error> exceptions are shown in red while <Warning> exceptions are shown in yellow. After making the corrections in the Member Details Page, it is recommended for the user to mark the exception as <resolved>. This will then automatically update the exception status to <corrected>. Otherwise, the user would need to manually update the exception status to <corrected>.

The Employer will never delete records from the transmittal batch file. Adjustments will need to be made on future payrolls. Data submitted must match the employees' paycheck.



Remember the following-

- **Only correct Employer Owned Exceptions. Employers will never correct ACERA owned fatal exceptions and warnings.**
- **Never delete records or update information other than what is needed to correct Employer Owned Exceptions. If it is discovered that an error was made in reporting earnings, hours, contribution and SPC (Service Purchase Contract) information, the Employer will need to adjust on future payrolls and submit adjustments through the transmittal batch file. All data reported must match the member's paycheck for the reported pay period. The Employer must contact ACERA when discrepancies are found.**

We have provided step by step samples of how to clear Employer owned exceptions and exception causes with corrective measures in Section 6 (Exception Clearing) of the EmployerDirect Learner's Guide.

Step 4: Review of Reports and Post-Processing

Once ACERA has completed all ACERA exceptions and ACERA has posted the file, the Employer will receive an automatic alert or notification that the transmittal batch process is complete. The Employer may then begin the post-processing process which normally for the Employer begins on Day 8 of the Transmittal Batch Process.

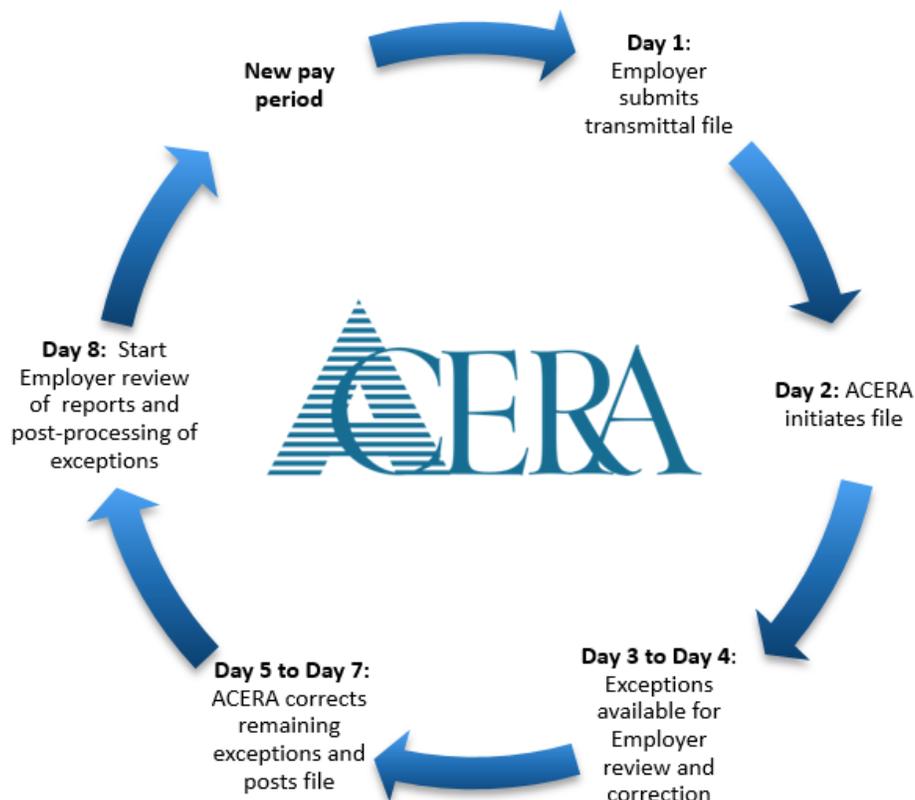
The Employer must review as part of the post-processing process, all <fatal errors> and <warnings> generated from each transmittal batch file but will never correct <warnings> or ACERA owned <fatal errors>. To complete the review, the Employer will use the <Employer Reporting Exception> report already generated prior to exception clearing. NOTE: The <Employer Reporting Exception> report must be run PRIOR to any exceptions being corrected. This report will be unavailable to run after the transmittal batch file has been posted by ACERA.

The Employer will then use the EmployerDirect Reports Manager to create and review additional reports. There may also be subsequent action needed from the Employer on future payrolls.

ACERA may also provide supplemental reports or batch notices for the Employer to review as part of the post-processing process. The Employer will need to review these to determine if updates are needed in the Employer's payroll system or for changes to future payrolls.

Transmittal Processing Timeline –

Remember each payroll posting will follow the below cycle and will begin on the transmittal batch file posting due date. Employer may however submit transmittal batch files earlier than scheduled which will help to expedite the posting process. Employers will receive communications from ACERA as the post processes progresses.



Contact ACERA

For questions, do not hesitate to contact ACERA at ERDirectSupport@acera.org. You can find other resources and a copy of the EmployerDirect Learner's Guide on our website at acera.org/Employers.

Section 3: Enrollment and Account Settings

3.1 Enroll into EmployerDirect

Employees of ACERA Employers can create EmployerDirect accounts. The Employer will determine the number of EmployerDirect user accounts they need and provide a list of employee names and pertinent information to ACERA to set up these accounts.

Step 1: Provide user account information to ACERA

To create a new EmployerDirect account, an Employer representative will notify ACERA that they are requesting a new EmployerDirect user account and provide the following information:

Display Name – The actual first and last name of the user

Username – Used to log-in to EmployerDirect. Must be unique. An email address may be used as the Username.

Email Address – Email address used by EmployerDirect to communicate with the EmployerDirect user. Cannot be used by multiple EmployerDirect user accounts.

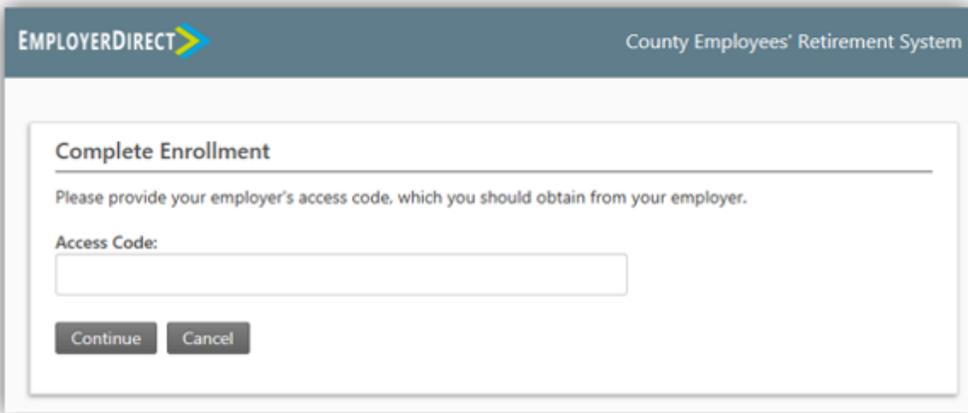
Step 2: Access Code

After the information is entered by ACERA, an email with the following text is sent to the Email Address defined to the user account with a subject of 'EmployerDirect Complete Enrollment' to notify the user of their new account:

You have been granted access to an EmployerDirect account.
Please click [here](#) to complete your enrollment. This link is only valid for the next 7 days.
If you have any questions, please contact the retirement system.

The link in the email is available for the next 7 days.

In order to complete enrollment an Access Code is required. This code will be sent to Employer by ACERA. Employer can contact ACERA if they do not have this code.



The screenshot shows a web form titled "Complete Enrollment" for the "County Employees' Retirement System". The form includes the EmployerDirect logo and a header. The main content area contains the following text: "Please provide your employer's access code, which you should obtain from your employer." Below this is a label "Access Code:" followed by a text input field. At the bottom of the form are two buttons: "Continue" and "Cancel".

Step 3: Create Password and Challenge Questions/Answers

The user will then be asked to create a password and challenge questions using the below restrictions and requirements for security reasons.

Password Rules -

- a. Must be at least 8 characters, include both upper and lower case, and be alphanumeric.
- b. Must be entered twice to ensure accuracy.
- c. Cannot be the same as the Username.

Challenge Questions and Answers -

- d. The two questions must be distinct.
- e. The two answers must be distinct.
- f. The answers cannot be the same as the Username or Password.
 1. Must be entered twice to ensure accuracy.
 2. Cannot be the same as the Username.

EMPLOYERDIRECT County Employees' Retirement System

Complete Enrollment

Please note your Username, which you will need for login. You can change your Username after login by accessing Account Settings.

Username: ccarter

Create Password

Please enter and confirm your new password.

Your new password must:

- be a minimum of 8 characters
- include both upper and lower case, and be alphanumeric

Password:

Confirm:

Define challenge questions for identity protection

Question 1:

Answer:

Question 2:

Answer:

Once submitted, users will see the below screen confirming that the EmployerDirect enrollment is complete.

EMPLOYERDIRECT County Employees' Retirement System

Complete Enrollment

You are now enrolled in EmployerDirect. You may now return to the login page and login with your username and new password.

Username: ccarter

Step 4: Confirmation Email of Successful Enrollment

An email is also sent with the following text to the user with a subject of 'EmployerDirect Enrollment Complete' notifying of the user's successful enrollment in EmployerDirect:

You have created a new EmployerDirect account.
You can now logon to EmployerDirect with the account information you created during enrollment.
If you have any questions, please contact the retirement system.

3.2 Accessing EmployerDirect

Users will navigate to the EmployerDirect website through their internet browser and use the username and password set-up during enrollment to log-on.

The log-on screen is also where users can find the <Forgot Username> and <Forgot Passowrd> functionality.



The screenshot shows the login interface for the ACERA PensionGold Employee's Retirement System. On the left, there is a dark blue banner with the text "ACERA PensionGold Employee's Retirement System" in white. On the right, the "EMPLOYERDIRECT" logo is displayed above a login form. The form includes a "Username" input field, a "Password" input field, and a "Login" button. Below the "Login" button, there are links for "Forgot Username", "Forgot Password", and "Contact Us".

If Multi-factor Authentication is enabled and Two-Step Verification is turned on for the user, the following screen appears. The masked phone number is displayed instead of the email address if the Text Message method was selected by the user when Two-Step Verification was turned on.

EMPLOYERDIRECT County Employees' Retirement System

Unrecognized Device

We do not recognize this device, or this device has not been registered as a trusted device to access your account.

Enter the verification code sent to jane.doe@email.com:

If you no longer have access to this email address, contact the retirement system to gain access to your account.

Trust this device *
*Do not check this if you are using a public computer.

The user receives the verification code via email or text and enters the code on the screen. The email with the verification code has a subject of 'Verification Code for Employer Direct' and the email text is 'Your verification code is <____>'. The verification code expires after 10 minutes of being sent. If the user enters an incorrect verification code 5 times, the user is informed that they have reached maximum number of attempts for the verification code. They are given the option of requesting a new verification code.

If Multi-factor Authentication is not enabled or Two-Step Verification has not been turned on for the user, the following screen is displayed with the user's challenge questions:

EMPLOYERDIRECT County Employees' Retirement System

Unrecognized Device

We do not recognize this device, or this device has not been registered as a trusted device to access your account.

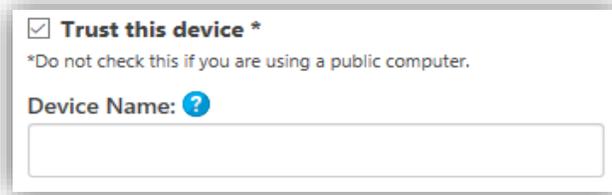
What is the name of your first pet?

In what city did you meet your spouse/significant other?

Trust this device *
*Do not check this if you are using a public computer.

The user must enter the correct answers to the challenge questions.

Note: To prevent having to answer challenge questions or enter a verification code the next time the same device is used to log into EmployerDirect, the 'Trust this device' option should be selected to prompt the user to name the device:



Trust this device *
*Do not check this if you are using a public computer.
Device Name: ?

The question mark icon contains the following text: "This is the name of your personal device, which will be trusted and allow future account access without requiring multiple forms of authentication."

The user selects 'Continue' to log into EmployerDirect.

If Trust this device was selected, the Device Name entered by the user is saved to the user's account. If no Device Name is entered, the browser name is used as the Device Name. If the Device Name already exists for the user, a '(1)', or the next sequential number available, is added to the end of the Device Name. Trusted Devices can be maintained by the user on the [Account Settings](#) screen in EmployerDirect. An email with the subject 'Employer Direct Trusted Device Registered' is sent to the user with the following email text:

Device Name: *Device Name*

Your device has been successfully added to the [EmployerDirect](#) Trusted Device List.

If you did not make this change, please contact the retirement system immediately.

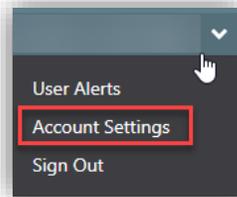
If you have any questions, please contact the retirement system.

If 'Trust this device' was not selected, an email with the subject 'EmployerDirect Unrecognized Device Login' is sent to the user with the following email text:

3.3 Account Settings

Manage Your Preferences and Security

When the user hovers over their name located in the upper right corner of any EmployerDirect screen, the user will then have the option to click on the Account Settings option to access your account information and preferences. You will be asked to reenter your EmployerDirect password. Once verified,



Change your username, password, or email address

Change them as you see fit. A confirmation email will be sent to verify each change.

Secure your account

Ensure that access to your account is secure using a combination of Challenge Questions and, if available to you, Two-Step Verification (via Email or Text Message). You will be asked to provide your Challenge Question answers, or the verification code that is sent to you, if you log in from an unrecognized device, or if you forget your username or password.

Trusted devices

Do you often login from the same device? Specify your device as “trusted” when logging in to bypass Two-Step Verification and gain faster access to your account. You can remove a trusted device from your account at any time.

User options

Update whether you'd like to receive Email Alerts when new communications are available regarding the status of Employer reporting batches or the Employer's account.

The screenshot shows the 'Account Settings' page with several sections:

- Change Username:** Fields for Current Username, New Username, and Confirm Username. Buttons for Update and Cancel.
- Change Email:** Fields for Current Email, New Email, and Confirm Email. Buttons for Update and Cancel.
- Change Password:** Fields for New Password and Confirm Password. Buttons for Update and Cancel.
- Two-Step Verification:** Status indicators for Authenticator App (red X), Challenge Questions (green checkmark), and Email (red X). Button for Update Two-Step Verification.
- User Options:** A dropdown for Default Employer and a toggle for Email Alerts for Employer Communications (currently On).
- Trusted Devices:** A table with columns for Device and Last Accessed. Two rows are visible, each with a checkbox. A button for Remove Selected is at the bottom.

Section 4: EmployerDirect Features

4.1 - Account Summary

Account Summary can be accessed from the left, main navigation menu by selecting the <Summary> option under <Employer Account>. This screen contains details of the Employer's account listed below:

Recent Batches - This section uses a “card” format to display:

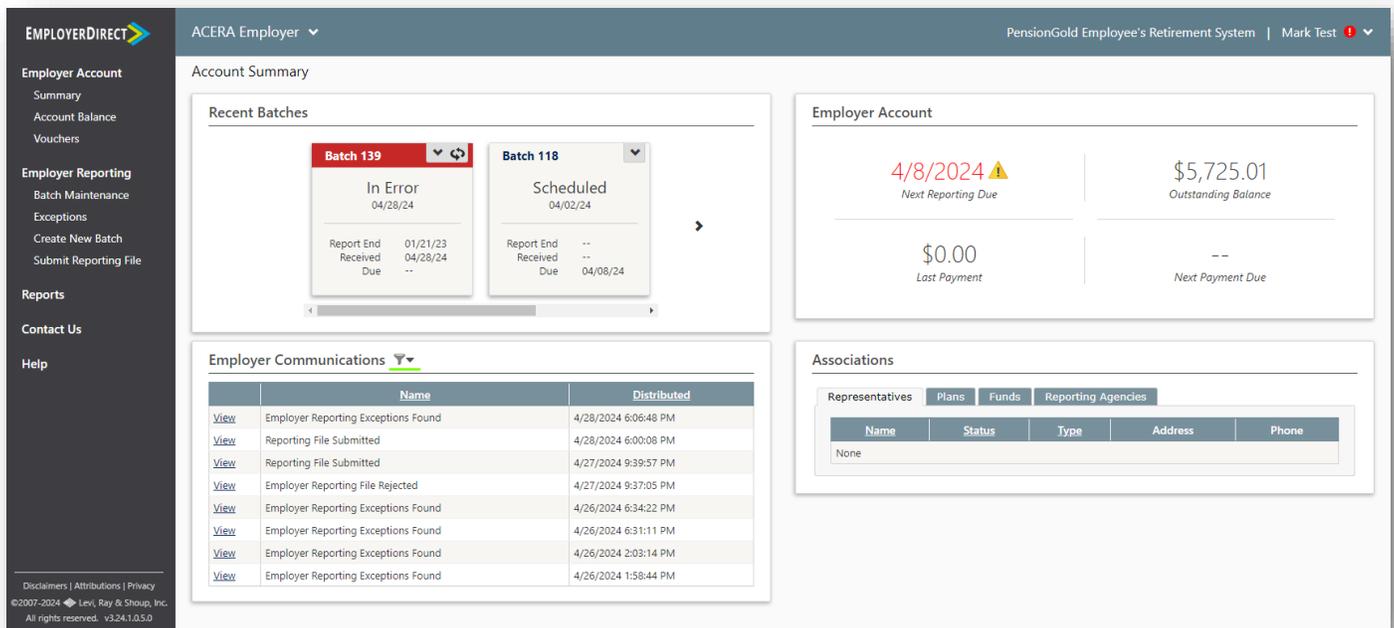
- Any current batches in a status of Submitted, In Error, Corrected, or Rejected.
- The next occurring scheduled and/or unscheduled batch.
- The most recently posted and/or balanced batch.

Employer Account - This section displays the Employer’s next reporting due date, outstanding balance, last payment date and amount, and next payment due date if known.

Employer Communications - This section includes notifications that are automatically generated and sent to the Employer when certain activities occur related to the Employer’s account. If ACERA recently sent you correspondence, you may also see that listed here.

Items in the grid can be filtered by name and distribution dates. Note: The grid will display notifications received in the last month. However, users can adjust the filter dates to review older notifications.

Associations - This section displays the Employer’s representatives, associated plans, associated funds and reporting agencies.



4.2 - Account Balance

The Account Balance screen lists the account balance totals and account transactions (receivables and payments, balance due, etc.) associated with an Employer.

To access the Account Balance screen, use the Account Balance link in the left menu under Employer Account.

The Transaction Totals section at the top displays the account totals based on the transaction records displayed in the Transactions grid below it.

The Transaction grid displays transaction records associated with the Employer. Transactions displayed in the grid can be filtered using the available filter options. Note that the transaction totals above are updated to reflect only the total amounts for the records remaining in the grid after being filtered.

The data displayed in the Transactions grid can be exported to an Excel spreadsheet using the Excel icon in the bottom right corner of the grid.

4.3 – Vouchers and Debit/Credit Memo Notifications

The voucher process is used to record detail information about the payments made by the Employers in relation to the transmittal batches submitted each pay period. Even though the functionality in Employer Direct allows the Employers to complete the voucher detail and submit the payment information, ACERA's Fiscal Service staff will be responsible for completing the voucher information based on actual contribution wires received from the Employers and any credit/debit memos applied.

The Employers will be able to view the voucher information entered by Fiscal Service in Employer Direct. The vouchers are displayed in the voucher window sorted by voucher number order, but they can be sorted by any column heading by clicking on the title. The filter could be used to narrow the information displayed by year or voucher number.

Debit/Credit Memo Notifications*

When under or over payments of contributions are discovered, Debit/Credit Memos are issued to the specific Employer. When an Employer receives notification of credit or debit memo issuance, the total amount indicated in the memo should be applied towards the next scheduled contribution remittance to ACERA. When a credit memo is applied, it reduces the contribution remittance, and a debit memo increases the contribution remittance for the pay period in which the memo is applied.

The Employer notification of a credit or debit memo issuance are displayed on the Employer's home page under Employer Communications.

****Currently, not all functionality is turned on for Debit/Credit Memo notifications. ACERA will be rolling out additional functionality in the future so Employers will begin to receive new notifications as described in this section. Further communication and direction will be given to the Employer when functionality is active.***

4.4 - Employer Communication

Employer notifications may be triggered by certain activities that happen in PensionGold completed by ACERA and/or in EmployerDirect. Samples items that can generate communications are when a batch is submitted or rejected, when a penalty is applied to the Employer account, or when a batch is balanced. Notifications may prompt the Employer or ACERA to begin other actions to successfully post transactions in PensionGold.

During the transmittal batch file submitting process, Employers can receive 3 types of communications from ACERA. These will be further covered in subsequent sections.

Employer Reporting File Rejected - Generated when a batch has errors, such as an invalid Employer ID and member counts or amounts out of balance with the detail, and the file is rejected during the reporting submission process.

Employer Reporting File Submitted - Generated when a batch file is submitted successfully.

Employer Reporting Parameters Missing - Generated during the batch trial or posting process when Employer Reporting Parameters are not found for the Employer.

There are other types of Employer notifications that will be addressed with the Employer as ACERA turns on additional functionality in PensionGold. Currently ACERA is opting not to utilize all available functionality in PensionGold.

4.5 - User Alerts

To view User Alerts, the user will hover over their name located in the upper right corner of any screen. Alerts can be generated for completed processes and reports, as well as other important messages and notifications from ACERA.

 **You have new alerts** - A red exclamation mark indicates that you have new alerts that you haven't viewed yet.

 **View your reports and notifications** – Click on any User Alert that includes the <folder icon> to view the associated report or notification.

Section 5: Transmittal Batch Processing

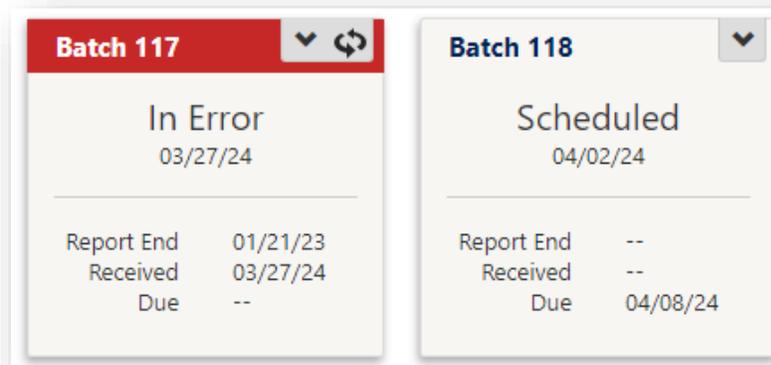
5.1 - Reporting Schedules

Reporting Schedules are used to determine when an Employer is scheduled to report their normally scheduled transmittal batch file to ACERA. Reporting Schedules will also provide a unique <Batch Number> that the Employer must include in corresponding the transmittal batch file layout.

Reporting schedules are created by ACERA and can be up to one full year in advance.

5.2 – Batch Card Display

“Cards” like the one shown below are used to display information about the Employer’s most recent reporting batches. The batch can be identified by its batch number, and its detail is shown within.



These cards can be clicked to navigate directly to more details and other options for the selected batch.

Depending on the status of the batch, the card may have a drop-down menu that can be used to initiate various actions. The drop-down menu is accessed by using the down arrow  in the upper right corner of the card.

Cards may also have two sides (front and back) and can be flipped to see additional detail. To flip a card, select the double arrows  in the upper right corner of the card (if available).

The batch status will update as the transmittal batch file moves through the processing lifecycle. Batch cards will also provide information on the following:

- File Status
- File Submission Date
- Report End: This is the end date of pay period for transmittal file which should be submitted.

- Received: This is the date which the transmittal file is submitted.
- Due: The Due date is the date which the transmittal file should be submitted.

5.3 Submitting a Transmittal File

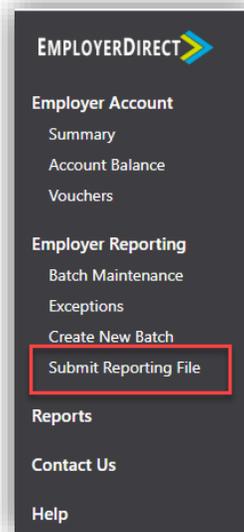
This Employer reported transmittal batch file is sent by the Employer to ACERA on a bi-weekly basis to report member information for each pay period, including salary and contributions. Transmittal batch files are categorized into scheduled (**BatchType="3319"**) or unscheduled (**BatchType="3414"**) batches. The majority of submitted transmittal batch files will be scheduled batches.

Scheduled batches must be submitted by the due date specified by ACERA. Employers may submit scheduled batches as soon as the files are available and before the due date. In turn, annually ACERA will provide a Transmittal Processing Schedule to all Employers outlining due dates for transmittal file submission by pay period.

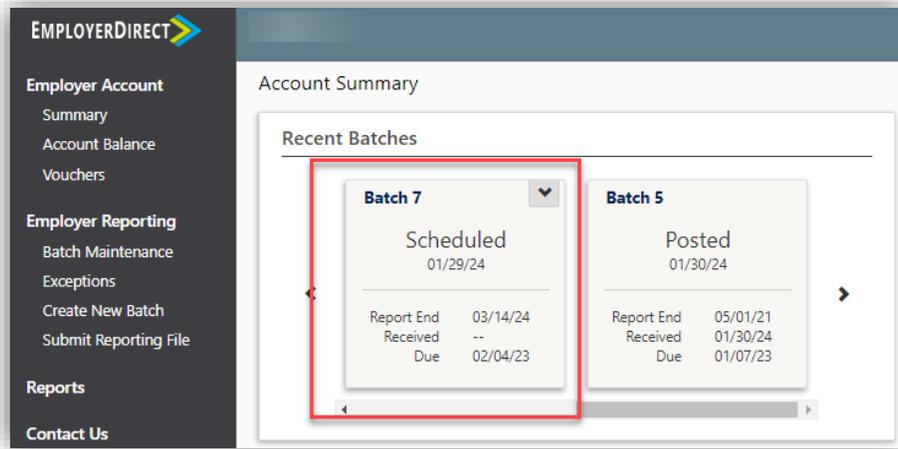
Unscheduled batches can be reported at any time by an Employer; however, **Employers must notify ACERA of the unscheduled batch to coordinate processing of the file.**

Reporting files are submitted electronically through EmployerDirect using the <Submit Reporting File> option. There are two ways you can access the <Submit Reporting File> option:

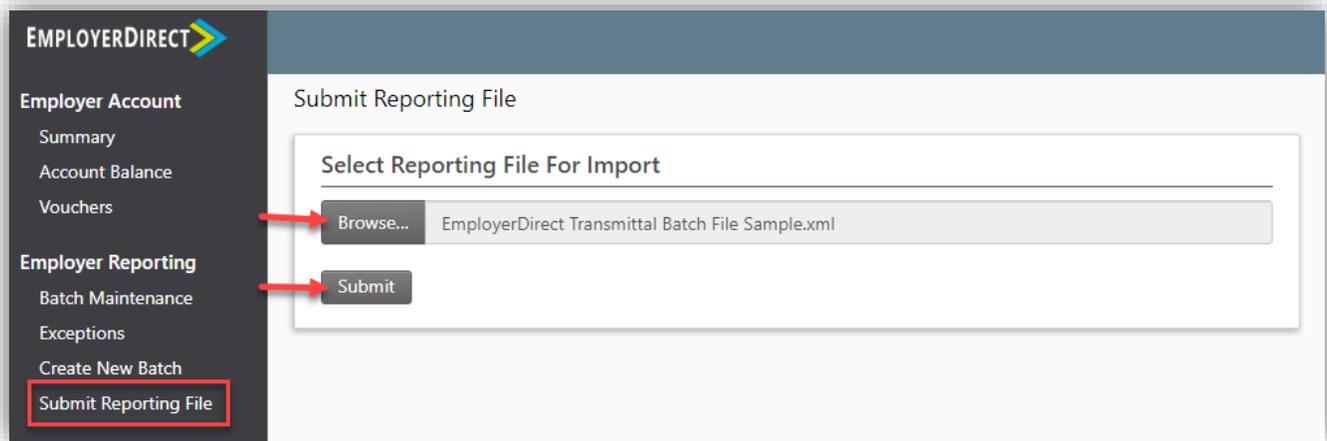
1. Directly from the left, main navigation menu under Employer Reporting or



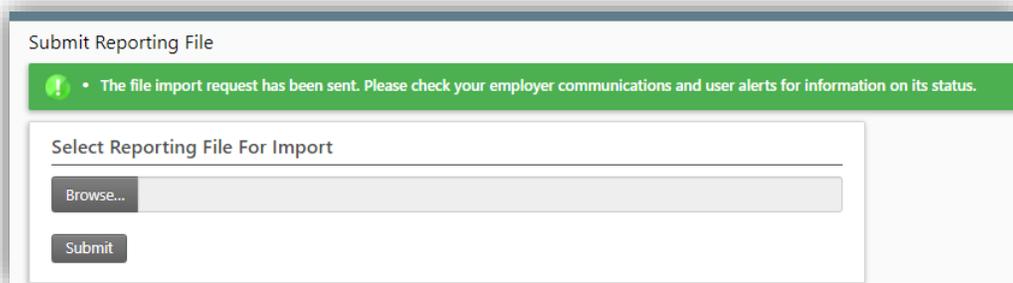
2. From the Account Summary screen by selecting the <Submit File> option on the appropriate Reporting Batch using the drop-down arrow.



Either method will take the user to the below <Submit Reporting File for Import> upload screen. Here the user will select <browse> and select the correct corresponding transmittal batch file for upload from the Employer's system. Once the correct file has been selected, then the user will click <submit>.



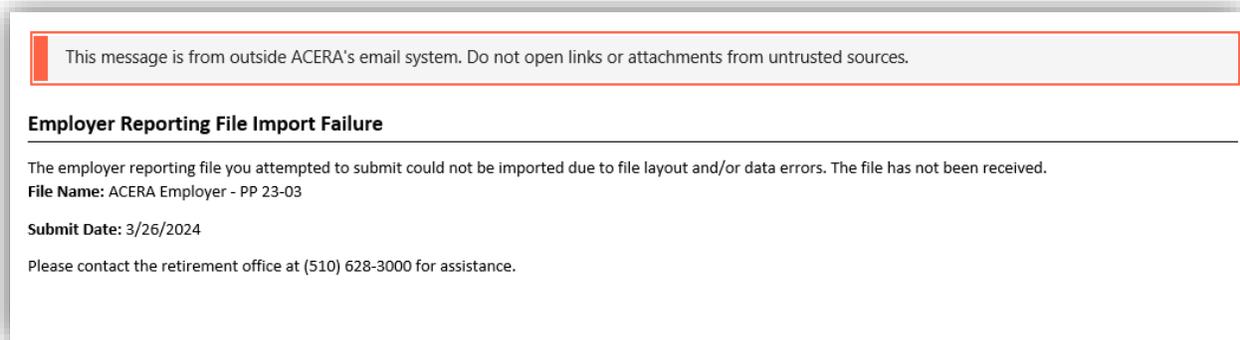
If the file was successfully submitted, the following message will appear: "The file import request has been sent. Please check your Employer communications and user alerts for information on its status." The user will check their Employer Communication section for the status of the submitted file.



After submitting the file, the file will either load successfully or fail. The Employer will receive an Employer notification of the results. The user will also be able to see the status of the file on the <Account Summary> screen, under <Recent Batches>. **Batch status can be submitted, rejected or remain at the original scheduled or unscheduled status.** Once submitted the batch card will be updated with the new status. ACERA is also notified automatically when files are submitted and of file status.

Employer Reporting File Import Failure -

The transmittal batch file import can fail due to a variety of reasons causing the file not to load. The notification email will provide information on the cause of the failure. The Employer is responsible to make corrections to the file and resubmit as soon as possible. If the Employer anticipates a delay which will cause the transmittal file to be submitted late, ACERA should be notified as soon as possible.



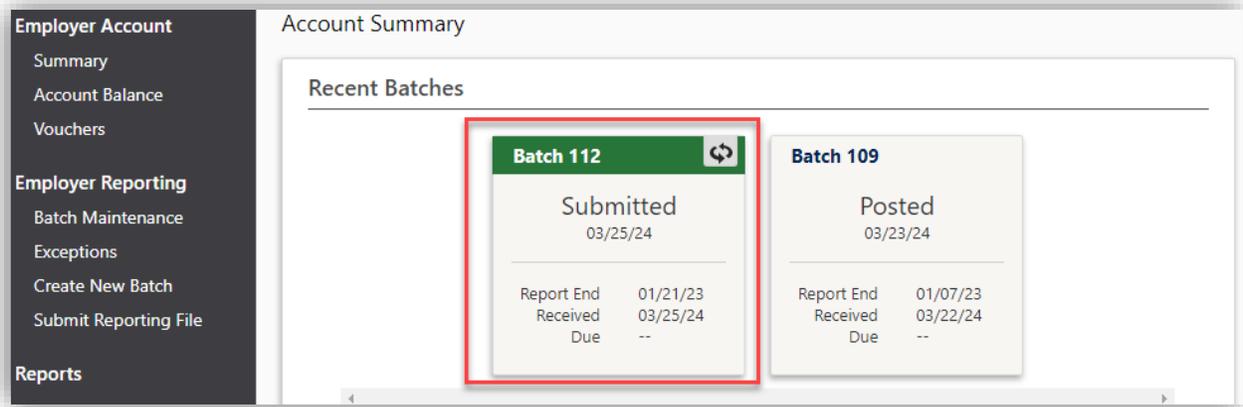
Note: Since the file could not be imported, the Employer's batch is then considered not yet submitted. The batch status will move to rejected or stay at the original status of scheduled or unscheduled.

Employers are responsible to correct the issues that are causing the file not to submit as soon as possible. ACERA may send Employer communications to provide details about any problems that ACERA discovered. All users associated with the Employer can view all Employer communications on the Account Summary screen. In addition, users may want to receive email alerts as well when new Employer communications are sent. This can be updated in the <Account Setting> by selecting the option for Email Alerts for Employer Communications.

If your batch does not change to Submitted status and you are not sure what the problem is, contact ERDirectSupport@acera.org for help in resolving the issue.

Employer Reporting File Import Successful -

If the transmittal file was import successfully, the Employer will receive notification that the file successfully uploaded. In addition to receiving the Employer notification, users should check the cards of the associated batch in the account summary, recent batches screen to make sure the status was updated correctly.



5.4 - Submitting Unscheduled Batches

Although uncommon, there may be times when the Employer must submit an unscheduled file. We recommend reaching out to ACERA before a manually file is submitted. This will ensure that ACERA is aware of the out of cycle file and work with the Employer to process the file.

For example, if there is a need to submit a supplement file in addition to the schedule file, a transmittal batch file categorized as unscheduled can be submitted. The process to submit an unscheduled file is like submitting a scheduled file. From the left, main navigation menu, users will select <Submit Reporting File>.

5.5 – ACERA Trial Process



One day after the Employer submits a successful file, ACERA will initiate the trial process for the file. This process will allow PensionGold to further review and evaluate the submitted transmittal batch file. During the trial process, the Employer may notice the following status changes to associated batch card tile of EmployerDirect:

In Progress - When the status show In Progress, this means that the file is being run by ACERA in PensionGold. While on this status, no changes can be made to this file.

Employer Reporting File Rejected - The submitted file can be rejected during the trial process due to a variety of reasons such as the reported salary does not match the derived salary calculated by PensionGold or the member count reported does not match the count derived. ACERA also has placed thresholds on the percentage of exceptions an acceptable file can have. Over these threshold limits would require the Employer to review and correct found issues.

If the file is rejected during the trail process, ACERA will reach out to Employer to make corrections and resubmit file.

Employer Reporting File Accepted - If the Employer reporting file is accepted during the trial process the status will show either In Error or Posted.

In Error - During the trail process, PensionGold will review the submitted data against set rules and validations. Found issues will then generate exceptions and these exceptions will prevent the member data for those affected members from being posted. Corrections are needed for the system to except the data.

There are two types of exceptions.

1. **Exception Error** - An exception categorized as error requires update to the reported data by either the Employer or ACERA. More details on exceptions can be found on the exceptions section of this procedure.
2. **Exception Warning** - Exceptions categorized as warnings do not require edits to the reported data; however, the Employer may be required to make corrections for future payrolls and submit on future transmittal batch files. Further information can be found on the exceptions section.

Posted - This status means that there were no exceptions generated for the file and the file was imported into PensionGold successfully. If there were exceptions generated for the file, the posted status would appear after exceptions were reviewed and processed.

5.6 – Batch Maintenance

The Batch Maintenance page provides a summary of Employer reporting batches. Selecting <View> allows users to review the batch details of the selected batch.

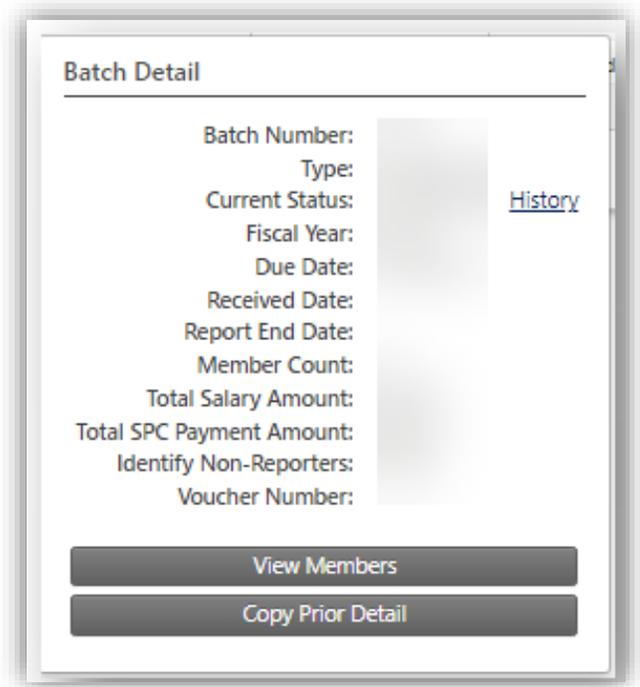
Batch Number	Type	Status	Status Date	Fiscal Year	Due Date	Reporting End Date	Member Count	Members Posted	Members In Error	Total Salary	Total SPC Amount
117	Unscheduled	In Error	3/27/2024	2023		1/21/2023	9	0	0	\$44,867.83	\$0.00
114	Unscheduled	Posted	3/27/2024	2023		1/7/2023	5	4	0	\$21,061.71	\$0.00
118	Scheduled	Scheduled	4/2/2024	2023	4/8/2024		0	0	0	\$0.00	\$0.00

The <Batch Detail> will contain important information regarding the associated transmittal batch file.

Batch Number – Each transmittal file is associated with a batch number. This number will help identify batch to pull reports, alerts, and other communication

Type - The type of the transmittal file, scheduled or unscheduled. Unscheduled transmittal files are uncommon.

- **Scheduled** - Batches that have been assigned due dates from ACERA and are placeholders for future transmittal submissions. Each scheduled batch has a due date which the associated transmittal batch file must be submitted by.



- **Unscheduled** - Batches that are out of cycle batches or unscheduled. These are uncommon and the Employer should contact ACERA prior to submitting an unscheduled batch.

Status - This is the status of the file which can be **Scheduled, In Error, Posted and Corrected**.

- **Scheduled** – Batches that been assigned future due dates. This represents files that have yet to be uploaded.
- **In Error** - Batches that have not been posted. While the file is in this status, the generated exceptions are to be review and corrected by the Employer and ACERA.
- **Posted** - Batches that have been reviewed and errors corrected; allowing the member details and data to be posted to member accounts in PensionGold.
- **Corrected** – Batches that have at least one exception in a corrected status. This does not mean that the file is ready for posting but indicates that the files is in the process of being reviewed and corrected. All exceptions must be in a corrected status before the file can fully post.

Status Date - The effective date of the status.

Fiscal Year - The fiscal year of the transmittal batch file.

Due Date - The date that a scheduled file is due to ACERA.

Reporting End Date - The transmittal batch file reporting pay-period end date

Member Count - Number of members reported on the transmittal file prior to posting.

Members Posted - Number of members posted

Members in Error - The number of members who have errors or exceptions that need reviewed and correction.

Total Salary - The total salary reported on the transmittal batch file.

Total SPC Amount – The total SPC amount reported on the transmittal batch file.

Identify Non-Reporters – Identifies if the file was set to include or exclude reporting a list of members who were reported on last pay period batch file but do not have any information reported this current pay period.

Voucher Number – Reflects the voucher number associated with the selected batch.

5.7 Create a New Batch Feature

This feature allows the user to manually create a new transmittal batch file for a new pay period by using a previously submitted batch. Since member information must match the Employer's payroll system and errors can occur when creating a manual file, **this feature should not be used.**

Employer Reporting

Batch Maintenance

Exceptions

Create New Batch

Submit Reporting File

Section 6: Exception Clearing

The transmittal batch process validates the individual member data against system parameters and requirements, posting data to the member's account if no exceptions are found. If exceptions are found, the batch is either rejected or is suspended pending corrections.

Exceptions can be <fatal errors> or <warnings>. Fatal errors require for the submitted data to be fixed before the posting process to the member's account can be completed. Warnings identify items that may need further review and correction on future payrolls. These are simply alerts for the user to be aware that certain situations are present.

6.1 Employer Reporting Exceptions Screen and Report

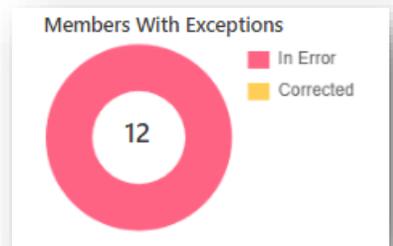
Prior to clearing any Employer owned exceptions, the user will run the <Employer Reporting Exception> report found under <Reports> . This report will be used to help identify Employer owned exceptions needing correction and it will be used in the post-processing process. This report must be run before any exceptions are cleared and the transmittal batch file posted by ACERA.



To view exceptions, the user will need to navigate to the Exceptions screen. The Exceptions screen is accessed from the left menu by selecting the <Exceptions> option under Employer Reporting.

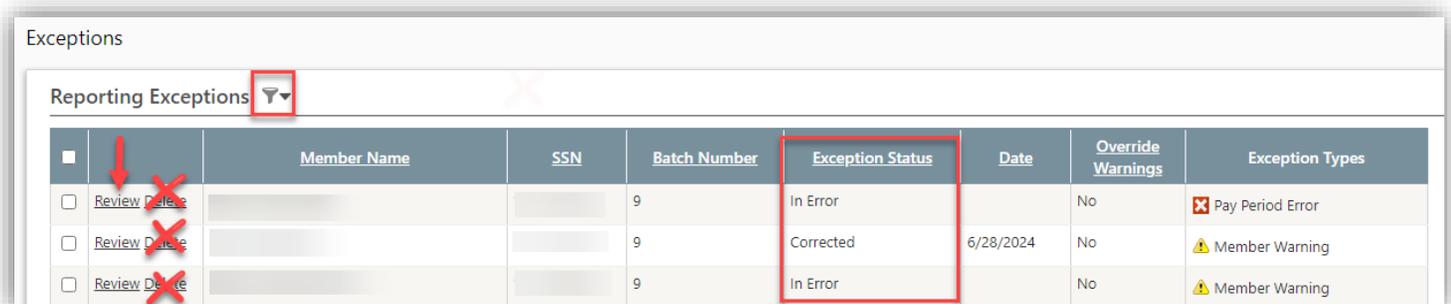
To assist users in tracking open exceptions, once a user has made corrections to the data in EmployerDirect, the user will change the exception status in the processing area to <corrected>. The exception status then will show in the reporting exception results, allowing user to quickly identify exceptions still needing correction.

The system will also display a pie chart next to the table that will provide the total number of members with exceptions as well as the number of exceptions in status of <In Error> versus <Corrected>.



Filter options are available to limit the exceptions displayed in the grid. The user can use the filter icon  at the top of the grid to enter specific filter criteria. The user can select exceptions by individual members by clicking on <Review>.

IMPORTANT! Do not select the <Delete> option. No records should be deleted from the transmittal batch file at any time.



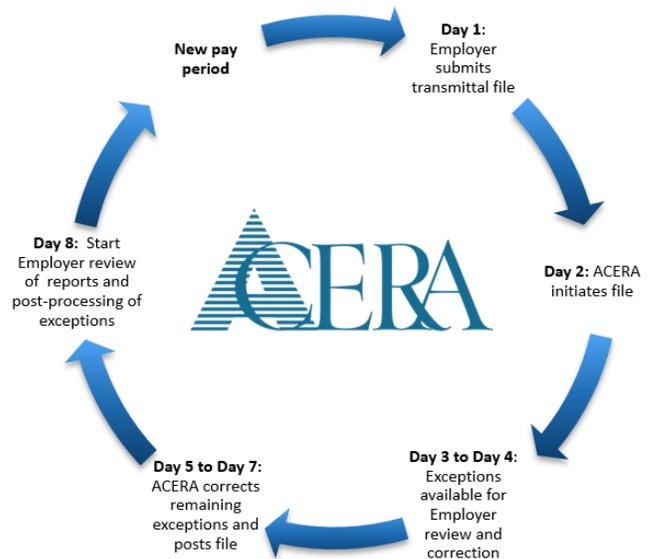
The screenshot shows the "Exceptions" screen with a "Reporting Exceptions" filter icon (a triangle with a downward arrow) highlighted by a red box. Below the filter is a table with the following columns: Member Name, SSN, Batch Number, Exception Status, Date, Override Warnings, and Exception Types. The "Exception Status" column is also highlighted with a red box. The table contains three rows of data:

	Member Name	SSN	Batch Number	Exception Status	Date	Override Warnings	Exception Types
<input type="checkbox"/> Review Delete			9	In Error		No	Pay Period Error
<input type="checkbox"/> Review Delete			9	Corrected	6/28/2024	No	Member Warning
<input type="checkbox"/> Review Delete			9	In Error		No	Member Warning

6.2 - Employer Exception Process

Once ACERA initiates the transmittal batch file and exceptions are generated, Employers will have two business days to correct all Employer designated fatal error exceptions. After two business days, the Employer may no longer make any corrections to exceptions in EmployerDirect.

ACERA will then begin reviewing all remaining exceptions and will post the transmittal batch file. Once the transmittal batch file is posted, the Employer will begin reviewing the remaining exceptions and running reports for post-processing and corrections on future pay periods.



6.3 - Employer Owned Exceptions

There are 38 <fatal error> exceptions and 21 <warning> exceptions that can be generated as part of the transmittal batch process. Employers will be responsible for correcting in EmployerDirect 3 fatal error exception types. Employers will be responsible for reviewing all other exceptions as part of the post-processing process.

Employer Exception #1 - Missing Required Field

Employer Exception #2 - Invalid Value or Format

Employer Exception #3 – Missing Home Address

Employer Exception #1 - Missing Required Field

Message: {Attribute Name} is required.

Here the transmittal batch file is missing required information in one or more of the transmittal fields. In EmployerDirect, the Employer will review the data on the transmittal batch file to determine what required value is missing and then enter the required data. Once updated; the Employer will change the exception status to <resolved> or manually update the exception status to <corrected>. The Employer will be responsible for any needed updates to the Employer’s payroll system where applicable.

Pay Period (PP 3) ✕	Member ✕	Member ✕	Member ✕
Plan Key is required.	Hire Date is required.	Birth Date is required.	Participation Begin Date is required.

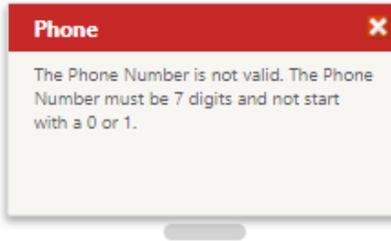
Message: {Attribute Name} is required.	Short Description: Required Field
Exception Type: Error	Employer Action Required: Employer Exception
Exception Condition or Cause	<p>This exception is cause when a field is reported without the required information for the following required fields:</p> <ul style="list-style-type: none"> Birth Date Required Death Date Required If Death Type Reported Death Type Required and must be a valid Death Type If Death Date Reported First Name Required Last Name Required SSN Required Pay Date Required Pay Period Begin Date Required Pay Period End Date Required Hire Date Required Participation Begin Date Required Pay Period Record Type is missing or is not Normal, Pay Period Adjustment, or Account Adjustment. Plan Key Required Post-Tax Contribution Amount Required Pre-Tax Contribution Amount Required Offset Contribution Amount Required This will be zero for ACERA. Salary Amount Required Salary Pay Item Required Units Per Pay Item Required Units Worked Required Employment Type Required for Normal and Pay Period Adjustment record types.
Corrective Steps	<p>This error exception indicates that there is a data missing on a required field. The exception identifies the member record(s) with this error. If there are multiple fatal errors, the total exception count may exceed ACERA's exception tolerance threshold and the full transmittal batch file would reject. The Employer may then need to submit a new transmittal batch file after corrections are made.</p> <p>Otherwise, Employers will take the necessary steps to identify the cause of this exception and make corrections to the member's data through EmployerDirect. Employers will also ensure that future transmittal files will report all required information.</p>

Employer Exception #2 - Invalid Value or Format

Message: The {Attribute Name} is not valid. The {Attribute Name} must be {format description}.

This exception identifies that required data such as zip code or phone number is incomplete and/or is not in the required format. In EmployerDirect, the Employer will review the data on the transmittal batch file to determine what required data is incomplete and/or not in the required format and update the

member’s information in the Member Details Page. Once updated; the Employer will change the exception status to <resolved> or manually update the exception status to <corrected>. The Employer will be responsible for any needed updates to the Employer’s payroll system where applicable.

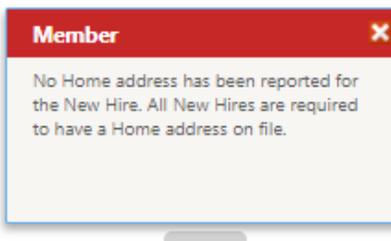


Message: The {Attribute Name} is not valid. The {Attribute Name} must be {format description}.		Short Description: Invalid Format
Exception Type: Error		Employer Action Required: Employer Exception
Exception Condition	The Zip Code is not valid. The Zip Code must be 5 or 9 digits. The {Attribute Name} is not valid. The {Attribute Name} must be {format description}. The Zip Code is not valid. The Zip Code must be 9 characters or fewer. The {Attribute Name} is not valid. The {Attribute Name} must be {format description}. The Phone Number is not valid. The Phone Number must be 7 digits and not start with a 0 or 1.	
Corrective Steps	Employer will review the invalid format and edit the applicable fields in the Reporting Batch – Member Detail page. Employer will also need to update the information in their payroll system so future transmittal files will report correct information.	

Employer Exception #3 - Missing Home Address

Message: No Home address has been reported for the {HireType}. All {HireType}s are required to have a Home address on file.

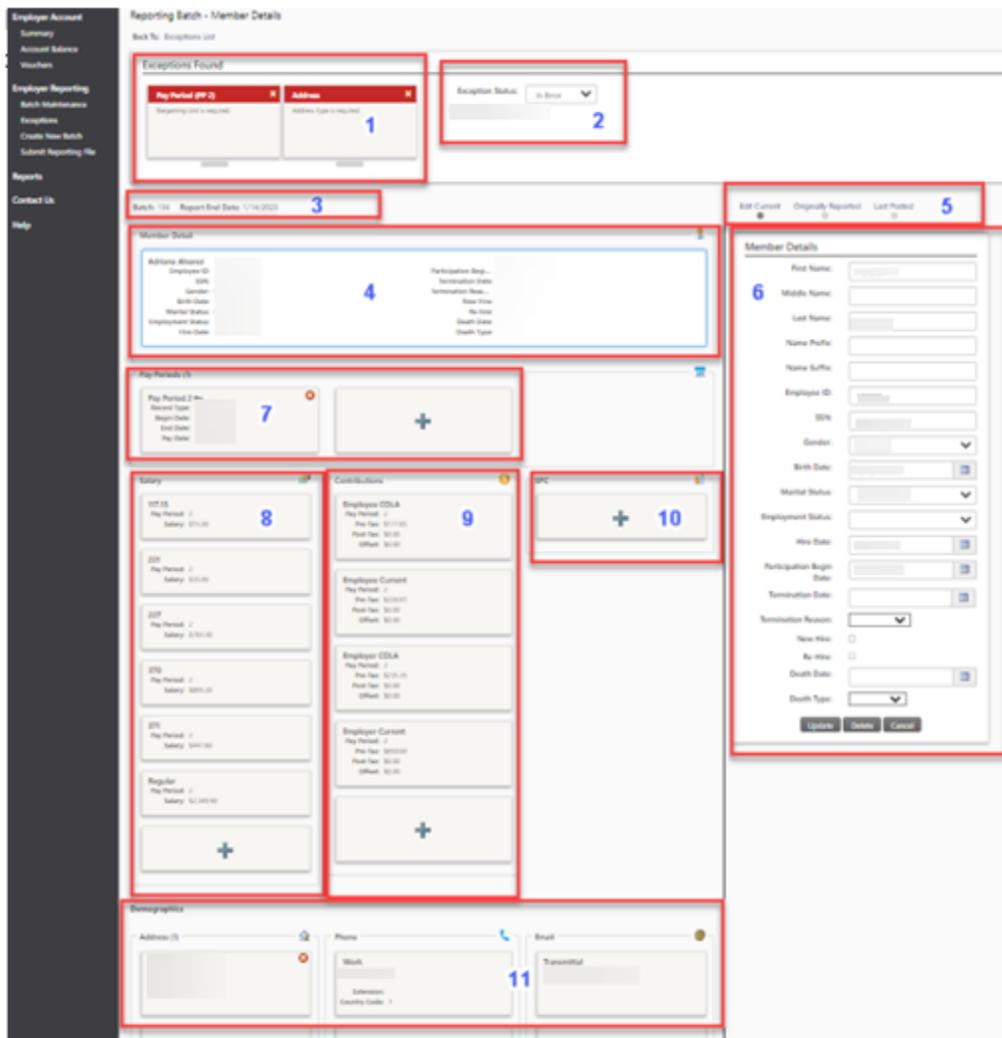
This exception identifies that home address information was reported for select members on the transmittal batch file. A home address is required. In EmployerDirect, the Employer will review the data on the transmittal batch file to confirm affected members who do not have a Home address and add the missing information. Once updated; the Employer will change the exception status to <resolved> or manually update the exception status to <corrected>. The Employer will be responsible for any needed updates to the Employer’s payroll system where applicable.



Message: No Home address has been reported for the {HireType}. All {HireType}s are required to have a Home address on file.		Short Description: Missing Home Address
Exception Type: Error		Employer Action Required: Employer Exception
Exception Condition	New Hire Flag = True and no home address is being reported, and the person does not have an active home address on file A new member is reported with no home address on transmittal file.	
Corrective Steps	Employer will add home address to the address section in EmployerDirect. Employer to ensure that the address is reported on future transmittal files.	

6.4 – How to Correct Employer Owned Exceptions

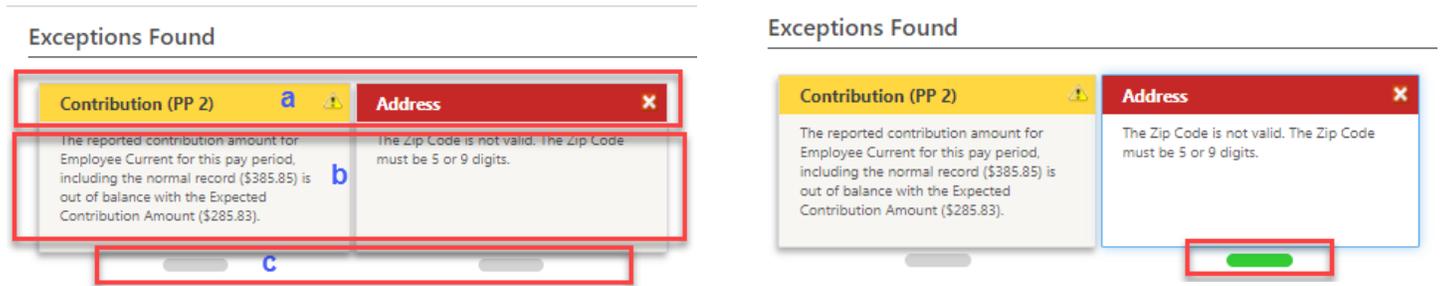
Employers will review exceptions and locate any members who have any of the 3 Employer owned exceptions. The Employer will then use the Member Details Page to review the information that was submitted on the transmittal batch file and identify what needs to be updated/corrected based on the exception type.



#1 - Exceptions Found –

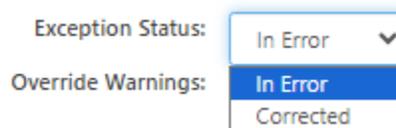
This section displays cards for each exception generated for the transmittal file.

- Section a - Cards highlighted in yellow display <Warning Exceptions> while those highlighted in red display <Error Exceptions>.
- Section b - Each card provides information on the cause of the exception.
- Section c - To better help users know which exceptions have been corrected and which are still outstanding, the user may click to change the exception card to resolved (green highlight) or outstanding (grey).



#2 - Exception Status

- **In Error** – Once exceptions are generated, they are set automatically by the system as <In Error>. **Employer will leave this status as is for exceptions that are not designated as Employer Owned.**
- **Corrected** - Once reviewed and updated, the user will update the exception status to <Corrected>. **This status is automatically changed if the exception card was changed to resolved.**



#3 - Batch Number and Report End Date

This section provides information on the batch number associated with the transmittal file and the report end date which corresponds with the end date of the pay period.

Batch: 136 Report End Date: 1/14/2023

#4 - Member Detail

This section provides information associated with the member as reported on the transmittal file. The member details include the following information:

- Name – Full name of member

- Employee ID – Employee ID in Employer payroll system
- SSN – Defaults to showing last four on the Member Detail tile. Clicking on this line will reveal the full SSN for a short duration.
- Gender – Gender of employee
- Birth Date – Birth date of employee
- Marital Status – Marital status of employee
- Employment Status – This field is blank for active members. Members reported with a termination date will show a status of terminated.
- Hire Date – Hire date of employee
- Participation Begin Date – This is the ACERA entry date. For most Employers, membership for employees start on the following pay period after the employee start work on a full-time retirement eligible position.
- Termination Date – This field is blank for active members. This field will reflect the separation/termination date of employee for members who left employment.
- Termination Reason – This field is blank unless a member is separated. Three options are available for reporting the reason for separation: Deceased, Retired, Terminated
- New Hire flag – The checkbox is only checked when a new member appears on the transmittal file; otherwise, this checkbox is blank
- Re-Hire flag – This checkbox is only checked if there is a rehired member; otherwise, this checkbox is blank.
- Death Date - This field is blank for active members. If a member passed away during active employment, the Employer would report the date of death.
- Death Type – This field is blank for active members. If a member passed away during active employment, the death type will be reported. Employers need to select either Duty or Non-Duty as the death type.

The screenshot shows a web interface titled "Member Detail" with a user profile icon in the top right corner. The form contains two columns of fields:

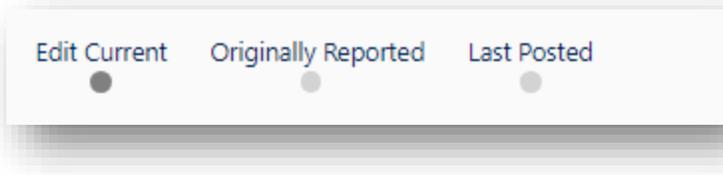
Employee ID:	Participation Begi...
SSN:	Termination Date:
Gender:	Termination Reas...
Birth Date:	New Hire:
Marital Status:	Re-hire:
Employment Status:	Death Date:
Hire Date:	Death Type:

#5 – Data Review Source

Current, Originally Reported, Last Posted

- Edit Current – This is the default selection. This radio button allows users to update the current member details.
- Originally Reported – Selecting this radio button will allow users to review the unaltered member details as reported on the transmittal file.

- Last Posted – Selecting this radio button allows users to review the member details that was last posted.



#6 - Editable Fields on Transmittal Batch File

This section allows users to edit the member details reported on the transmittal files.

Although all fields are editable, Employers should use caution and only edit certain information as instructed by ACERA. If information that should not be edited are change, it may cause the data to be corrupt. Employers should contact ACERA when unsure.

Note: This section defaults to the Member Details Information. Users can click on other cards to reveal the information and review or edit the information.

#7 - Pay Periods

This section allows users to review the condensed version of the pay period details. By select this card, the right side of this page will display additional information on open fields for pay period details. These are editable fields.

- Pay Period Number – The pay period number of the reported pay period.
- Pay Period Begin Date – The begin date of the reported pay period.
- Pay Period End Date – The end date of the reported pay period.
- Plan – The tier of the member.
- Pay Date – The paycheck date of the reported pay period.
- Record Type – This field will normally reflect <Normal>. When there are retro adjustment records, Employers will choose the appropriate record. Please note that there must be a normal record before a retro pay period or account adjustment is reported.
 1. Normal – Regular payroll records should be reported as normal. There should only be one pay period record reported as normal for any given pay period. This is reported as code 2544 on the transmittal file.
 2. Account Adjustment – Account adjustments are usually reported for retro adjustments that spans over multiple pay periods. This record type is reported as 2549 on the transmittal file.
 3. Pay Period Adjustments – These are retro adjustments reported for a specific pay period. This record type is reported as 2547 on the transmittal file.
- Social Security Cap – This field is only applicable to Tier 4 members. The default is “Not Reported”. When a Tier 4 member has reached the compensation limit, Employer will set the SocialSecurityCap field on the

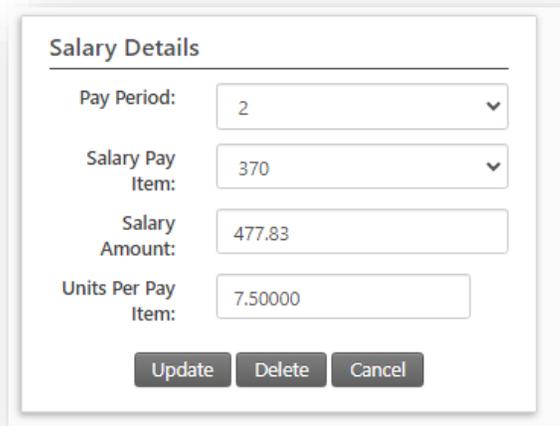
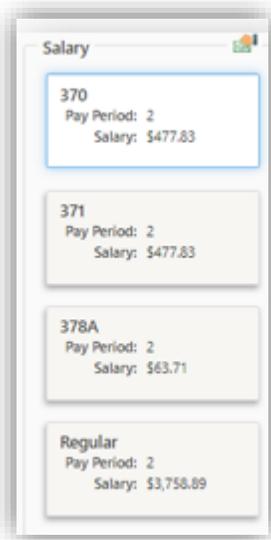
transmittal file to "True" (SocialSecurityCap="1"). The reported information will reflect on this field as Limit Reached.

- 401(a)(17) Limit - This field is only applicable to Tier 2 members (with ACERA entry date 1/1/1990 to 12/31/2012). The default is "Not Reported". When a Tier 2 member has reached the compensation limit, Employer will set the Limit401 field on the transmittal file to "True" (Limit401="1"). The reported information on transmittal file will reflect on this field as Limit Reached.
- Pay Status – This field is normally blank. If the member is on administrative leave or other pay status, this field should reflect the status.
- Pay Grade – Not currently used
- Pay Grade Amount – This field reflects the base salary amount.
- Service Credit Amount – Not currently used
- Work Percent – Not currently used
- Employment Type – FT72, FT75, FT80, PT72, PT75, PT80
- Units Worked – The number of units (hours) worked. These hours are total hours on certain pay items such as Regular, Vacation (taken), Sick Leave (taken), PTO (taken), etc.
- Department – The department of the member's employment, if available.
- Division – Not currently used
- Job Class – The job class of the member's employment, if available.
- Job Title – The job title of the member's employment.
- Bargaining Unit – The bargaining unit of the member's employment.
- Vacation Accrual – The annual vacation accrual reported in the form of hours.
- Vacation Payable – The vacation max allowable to sell per the MOU to be reported in the form of hours on the transmittal.
- Sick Leave – The sick leave balance accrued as of the pay period.
- Vacation – The vacation balance accrued as of the pay period.
- Compensation – Not currently used
- Holiday – Not currently used

#8 - Salary

The salary section displays all reported pay items as a card. If user click on the pay item card additional details are shown on the right side of the page.

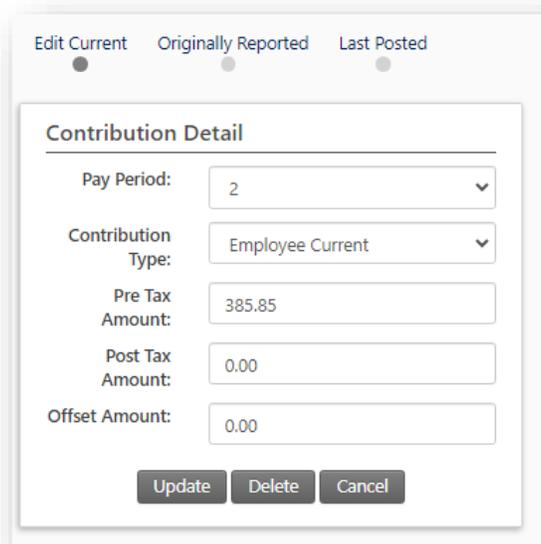
Salary information is only for review and should not be edited or deleted by Employer. If there are any inconsistencies, Employer may communicate the information with ACERA. If changes are necessary, then adjustments must be made on future pay periods.



#9 Contributions

The contribution section cards display the retirement contribution amounts. On the transmittal batch file, employee contributions are reported as a single amount, but it is broken down by PensionGold and allocated to Employee Current and Employee Cola. This is also the same for Employer contributions. When there is an out of balance contribution exception, an exclamation symbol is displayed on the contribution card.

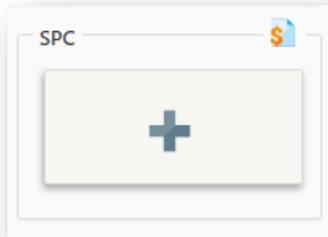
Contribution information should not be edited or deleted by Employer. If there are any inconsistencies, ACERA will work with the Employer on correction outside of the transmittal process. It may be necessary for the Employer to adjust on future pay periods.



#10 – SPC (Service Purchase Contract)

The SPC section displays information if there are SPC payments reported on the transmittal batch file.

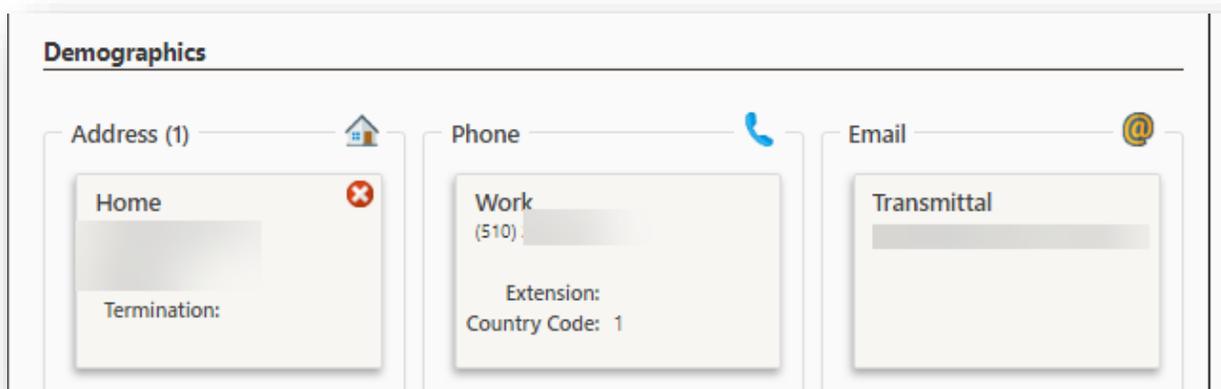
This section should not be edited or deleted. If there are any inconsistencies, ACERA will work with the Employer on correction outside of the transmittal process. It may be necessary for the Employer to adjust on future pay periods.



#11 - Demographics

This section displays the cards for demographic information:

1. **Address** – Displays the address and address type as reported on the transmittal file. Multiple addresses may be reported if the reported address type is different. If no address is reported, an error exception will be generated. **The Employer is responsible in adding the missing information to this field if applicable.**
2. **Phone** – Displays the phone number and phone type as reported on the transmittal file. Multiple phone numbers may be reported if the reported phone type is different. If no phone number is reported or an invalid phone number is reported, an error exception will be generated. **The Employer is responsible in adding the missing information to this field if applicable.**
3. **Email** – Displays the email address and email type as reported on the transmittal file. Multiple email addresses may be reported if the reported email type is different.



6.5 Employer Post-Processing Exception Responsibilities

After the transmittal batch file is posted, the Employer is responsible to complete any post-processing review. Using the <Employer Reporting Exception> report which was run earlier by the user and prior to any exceptions being corrected, the Employer should review **all generated exceptions (fatal errors and warnings)** to identify needed corrections. Updates to the Employer's payroll system should be made so incorrect data does not appear on subsequent files.

NOTE: The <Employer Reporting Exception> report must be run PRIOR to any exceptions being corrected. This report will be unavailable to run after the transmittal batch file has been posted by ACERA.

When the Employer discovers items such as reported earnings, hours, employment dates, tier, SPC, or contributions are incorrect, the Employer must not make any changes to the records in EmployerDirect. The information provided to ACERA must match the member's paycheck. Instead, the Employer must contact ACERA regarding the corrections and adjust future payrolls.

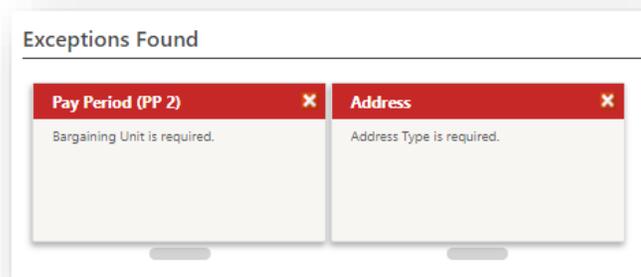
Batch Notices and Supplemental Reports

ACERA may also provide supplemental reports or batch notices for the Employer to review as part of the post-processing process. These reports and batch notices will identify additional warnings that need to be reviewed to determine if updates are needed.

Non-Reporter: The <Non-Reporter> batch notice will list all members who were reported on the previous transmittal batch file but were not reported on the current file. Employers will need to determine why these members were omitted and ensure that the member's status is reported correctly on future transmittal batch files. Employers must always report member information for those members currently on a leaves of absence on the transmittal batch file.

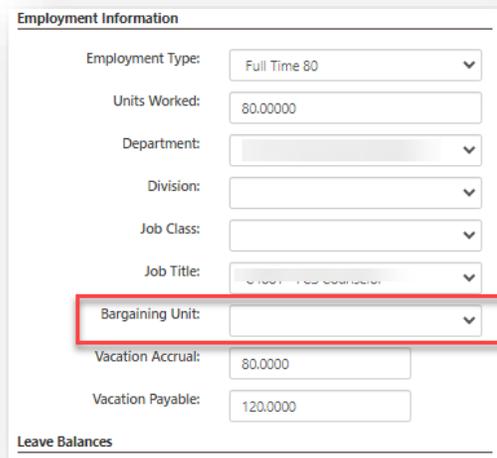
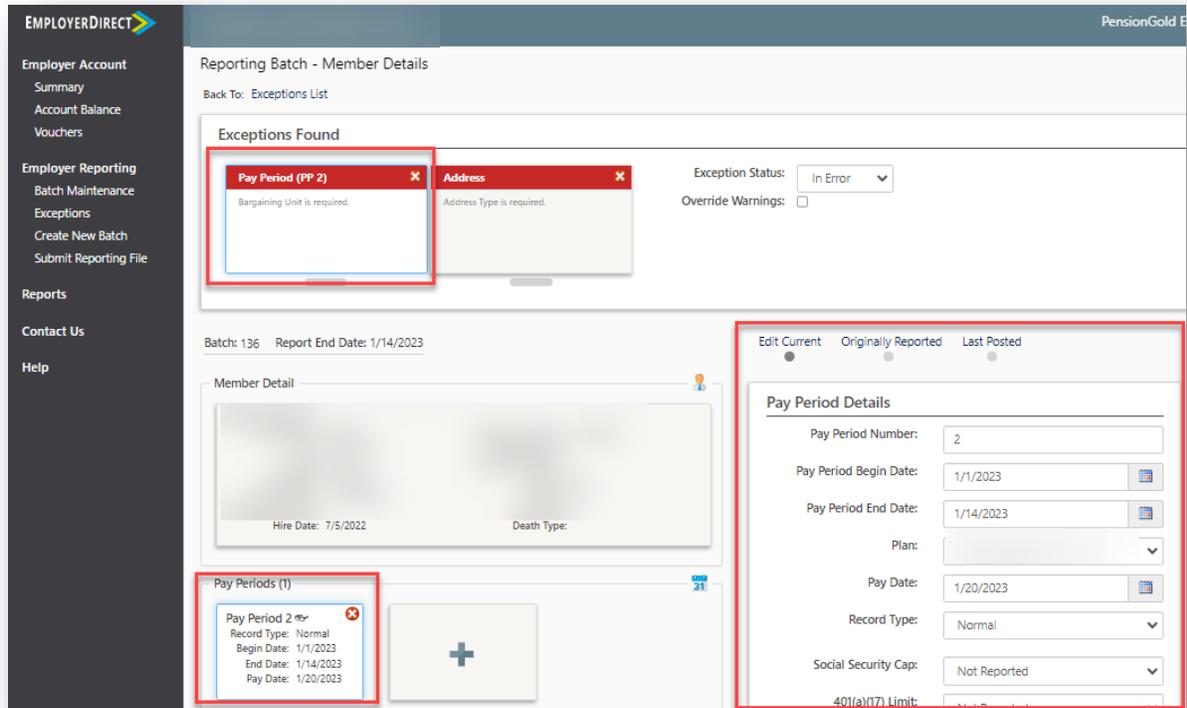
6.6 Employer Owned Exception Clearing & Post-Processing Case Samples

After accessing the exceptions generated for the transmittal batch file, the Employer will locate any Employer owned exceptions to review and correct. Remember, Cards in red are <fatal error> exceptions. Cards in yellow are <warnings>. Employers will correct only Employer owned <fatal error> exceptions and never <warnings>. For this sample, both generated exceptions are Employer owned <fatal errors> and the Employer would need to correct.



Sample #1 – Fatal Error - Bargaining Unit is required (Pay Period (PP 2))

By clicking on the first exception card, Pay Period (PP 2), the <Pay Period Details> screen is displayed. This exception indicates that the <Bargaining Unit is required>.



Under Employment Information, the Bargaining Unit field is blank. The Employer will need to review their Employer Payroll system to determine the bargaining unit for the affected member.

To input a bargaining unit, click on the dropdown. A list of available bargaining units will be displayed. The user will select the applicable bargaining unit. If the bargaining unit is new or not displayed, Employer will contact ACERA to add the bargaining unit to the system.

Bargaining Unit: 04 - SEIU 616 - Service Employees

Vacation Accrual: 80.0000

Vacation Payable: 120.0000

Leave Balances

Sick Leave:

Vacation:

Compensation:

Holiday:

Update Delete Cancel

Bargaining Unit: [dropdown]

Vacation Accrual: ZZ5

Vacation Payable:

Leave Balances

- 04 - SEIU 616 - Service Employees
- 05 - SEIU 535 - Social Workers
- 06 - SEIU 535 Eligibility Technician
- 07 - SEIU 616 Hospital Prof/Tech
- 08 - SEIU 616 Hospital (Para Prof)

Ensure that the selected bargaining unit is correct and select <Update> to accept changes.

Once the bargaining unit is updated, double check that the changes are correct. Then mark the exception as resolved. The card will now be highlighted green, and the exception status will automatically change to <corrected>. It is recommended that the user always mark the exception card as resolved. Otherwise, the user will need to manually update the exception status to <Corrected> by using the drop-down.

Exceptions Found

Pay Period (PP 2)	Address	Exception Status:
Bargaining Unit is required.	Address Type is required.	Corrected

Override Warnings:

[Green bar]

Sample #2 – Fatal Error - Address Type is required (Address)

Selecting the exception will change the editable fields on the right side of the page to display Address Details. The exception card indicate that the address type is required. On the Address Details, the <Address Type> shows invalid. The Employer will review the Employer’s payroll system to determine what address type should be entered into the box. Then the user can click on the dropdown to select the correct address type. After the address type is selected, user will select <Update> to save changes.

Address Details

Address Type: <Invalid>

Address: <Invalid>

City: Correspondence

State: Home

Zip: Mailing

Country: Main

Other

Postal

Primary

Secondary

Vacation

Work

Once the address type is updated, double check that the changes are correct. Then mark the exception as resolved. The card will now be highlighted green, and the exception status will automatically change to <corrected>. It is recommended that the user always mark the exception card as resolved. Otherwise, the user will need to manually update the exception status to <Corrected> by using the drop-down.

Exceptions Found

Pay Period (PP 2) ✕	Address ✕	Exception Status:
Bargaining Unit is required.	Address Type is required.	Corrected ▼
		Override Warnings: <input type="checkbox"/>

Sample #3 Post-Processing – Warning – Contribution Out of Balance

Exceptions Found

Contribution (PP 3) ⚠	Exception Status:
The reported contribution amount for Employee Current for this pay period, including the normal record (\$344.55) is out of balance with the Expected Contribution Amount (\$282.84).	In Error ▼

There are certain exceptions that should only be used for review purposes such as exceptions for out of balance. The above exception card indicate that the reported contribution is out of balance with the expected contribution amount. The Employer should review the member's payroll record to ensure that the reported information is correct, contribution rates are correct, plan/tier is correct, etc. ACERA is also responsible in reviewing these types of exceptions and will reach out to Employers if corrections or further action are required.

If the Employer discovers that a correction is needed, the Employer should contact ACERA and process adjustments on a future payroll.

6.7 Exception (Fatal Error/Warnings) Descriptions

There are **38 <fatal error>** exceptions and **21 <warning>** exceptions that can be generated when a file is processed. Employers will review all generated exceptions to determine if updates are needed in the Employer's payroll system or adjustments on future payrolls. Employers will only correct Employer owned exceptions and will not make corrections on the transmittal batch file for other ACERA owned exceptions.

If during the post-processing review, the Employer discovers that corrections are needed on ACERA owned exceptions, the Employer will contact ACERA with their findings. ACERA will assist with remediation and provide direction for the Employer when adjustments are needed or updates to Employer's payroll system.

The list below outlines the owner, type, message and Employer responsibilities for each exception. You will find more information detailing the exception causes and how to correct exceptions thereafter.

Owner	Exception Type	Exception Message	Employer Responsibilities
Employer Exception	Fatal Error	{Attribute Name} is required.	Employer must correct exception in EmployerDirect
Employer Exception	Fatal Error	The {Attribute Name} is not valid. The {Attribute Name} must be {format description}.	Employer must correct exception in EmployerDirect
Employer Exception	Fatal Error	No Home address has been reported for the {HireType}. All {HireType}s are required to have a Home address on file.	Employer must correct exception in EmployerDirect
ACERA Exception	Fatal Error	The reported salary pay item has not been defined for this employer.	Employer will review during post-processing review
ACERA Exception	Fatal Error	The following reported Salary Pay Item does not have an effective Salary Pay Item Detail record associated to the reported plan: {Attribute Name}. Please setup/correct on the employer's Salary Pay Items screen.	Employer will review during post-processing review
ACERA Exception	Fatal Error	{Attribute Name} must be a valid code table option.	Employer will review during post-processing review
ACERA Exception	Fatal Error	The value {codeid_ emp history code value} is not a valid value for the {employment history group type}.	Employer will review during post-processing review
ACERA Exception	Fatal Error	An address with the selected type already exists for an overlapping time period. Only one address per type may be effective at any one time.	Employer will review during post-processing review

Owner	Exception Type	Exception Message	Employer Responsibilities
ACERA Exception	Fatal Error	{Duplicate Record Description} already exists. Duplication is prohibited.	Employer will review during post-processing review
ACERA Exception	Fatal Error	The employment dates overlap with the dates of another employment record for this same fund, plan and employer.	Employer will review during post-processing review
ACERA Exception	Fatal Error	The member is already active in this Fund. To establish participation in another plan and/or employer for this member, a new employment record should be added manually.	Employer will review during post-processing review
ACERA Exception	Fatal Error	The member is associated with an in progress benefit. The enrollment process cannot determine the correct member status. The member re-activation should be done after the benefit is either approved or cancelled.	Employer will review during post-processing review
ACERA Exception	Fatal Error	The SSN and/or Birth Date could not be matched to an existing member. If this is a new member, set the New Hire indicator.	Employer will review during post-processing review
ACERA Exception	Fatal Error	There is a potential match using name and birth date for this member but the SSN is different on the potential matching person. If this is the same person, mark the 'Same Person' indicator and if the person is a new member, mark the 'New Member' indicator also. If this is a different person, mark the 'Different Person' indicator.	Employer will review during post-processing review
ACERA Exception	Fatal Error	There are multiple potential matches using name and birth date for this member but the SSNs are different on the potential matching persons. If these are all different persons, mark the 'Different Person' indicator. If one of these persons are the same, make the necessary corrections to allow the System to match them.	Employer will review during post-processing review
ACERA Exception	Fatal Error	There is a potential match using name and birth date for this member but the SSN is different on the potential matching person. If this is the same person, mark the 'Same Person' indicator. If this is a different person, mark the 'Different Person' indicator.	Employer will review during post-processing review
ACERA Exception	Fatal Error	The reported SSN matches a different person than the person that the reported Name, Birth Date, and Gender (if reported) matches. Please resolve either the reported SSN or Name and Birth Date.	Employer will review during post-processing review

Owner	Exception Type	Exception Message	Employer Responsibilities
ACERA Exception	Fatal Error	New Hire indicator is set to true and the reported SSN matches an existing member, but the Birth Date and/or Gender (if reported) do not match. Use the Same Person indicator if this is the same person and Birth Date and/or Gender will be updated.	Employer will review during post-processing review
ACERA Exception	Fatal Error	The reported SSN matches an existing member, but the Birth Date and/or Gender do not match. Use the Same Person indicator if this is the same person and Birth Date and/or Gender will be updated.	Employer will review during post-processing review
ACERA Exception	Fatal Error	There is no existing person matching the information reported in this record. The Same Person indicator cannot be used on this record.	Employer will review during post-processing review
ACERA Exception	Fatal Error	This member does not currently have an employment record for the {PlanName}. If this is a new or re-hired member, set the New Hire or Re-Hire indicator.	Employer will review during post-processing review
ACERA Exception	Fatal Error	This member does not currently have an employment record for this employer. If this is a new or re-hired member, set the New Hire or Re-Hire indicator.	Employer will review during post-processing review
ACERA Exception	Fatal Error	A new address was reported for a non-active member.	Employer will review during post-processing review
ACERA Exception	Fatal Error	Duplicate Contribution Type already exists. Duplication is prohibited.	Employer will review during post-processing review
ACERA Exception	Fatal Error	The member is subject to salary limits, but the account adjustment spans more than a year.	Employer will review during post-processing review
ACERA Exception	Fatal Error	Normal account transactions for the reported employer and plan do not exist for the entire Account Adjustment date range. Account Adjustment salary can only be split into Pay Period Adjustments for pay periods in which a Normal transaction already exists.	Employer will review during post-processing review
ACERA Exception	Fatal Error	{Date 1} must be less than or equal to {Date 2}.	Employer will review during post-processing review

Owner	Exception Type	Exception Message	Employer Responsibilities
ACERA Exception	Fatal Error	A Normal account transaction does not exist for this pay period for this fund, plan, and/or employer. Pay Period Adjustments can only be entered for pay periods in which a Normal transaction already exists.	Employer will review during post-processing review
ACERA Exception	Fatal Error	This record overlaps with another Normal transaction record for the same fund, plan and employer and pay period dates.	Employer will review during post-processing review
ACERA Exception	Fatal Error	The {Attribute Name} cannot be negative.	Employer will review during post-processing review
ACERA Exception	Fatal Error	This record overlaps with another pay period reported in the same batch.	Employer will review during post-processing review
ACERA Exception	Fatal Error	This member has no active SPC Contract. SPC Payments can only be reported for members with at least one active SPC Contract.	Employer will review during post-processing review
ACERA Exception	Fatal Error	Multiple SPC Payments have been reported for this member. PensionGold only allows one SPC Payment per member.	Employer will review during post-processing review
ACERA Exception	Fatal Error	The Reported SPC Payment is different than the total expected amount associated to the member's Active SPC Contracts. Reported = {Reported_Amt}. Expected = {Expected_Amt}.	Employer will review during post-processing review
ACERA Exception	Fatal Error	The Payment Amount cannot be negative.	Employer will review during post-processing review
ACERA Exception	Fatal Error	The member has not been posted on a prior batch. The member must be corrected and posted on the prior batch before being posted on the current batch.	No Action from Employer
ACERA Exception	Fatal Error	There are inconsistent member employment records for this member. Please correct the data via the PensionGold Application.	No Action from Employer
ACERA Exception	Fatal Error	{Date 1} must be greater than or equal to {Date 2}.	No Action from Employer
ACERA Exception	Warning	The reported member is currently in a status of Deceased. Please review the reported information and set the Override Warnings if necessary.	Employer will review during post-processing review

Owner	Exception Type	Exception Message	Employer Responsibilities
ACERA Exception	Warning	The member is not in an active status.	Employer will review during post-processing review
ACERA Exception	Warning	The reported SSN for the {HireType} already exists, but the {Mismatch Type} does not match what is already on file for this member. Either the member's existing information or incoming transmittal information should be updated in order to post the {HireType}.	Employer will review during post-processing review
ACERA Exception	Warning	Normal account transaction records exist which are outside the updated plan participation dates.	Employer will review during post-processing review
ACERA Exception	Warning	The member is currently receiving a benefit. If re-activated, the member status will be set to Active/Payee.	Employer will review during post-processing review
ACERA Exception	Warning	The member is associated with a benefit now terminated. If re-activated, the member status will be set to Active.	Employer will review during post-processing review
ACERA Exception	Warning	The reported contribution amount for {Contribution Type} for this pay period, including the normal record ({currency_Reported Amount}) is out of balance with the Expected Contribution Amount ({currency_Expected Contribution Amount}).	Employer will review during post-processing review
ACERA Exception	Warning	{Contribution Name} are mandatory contributions which are expected for each pay period but that have not been reported for this member for this pay period.	Employer will review during post-processing review
ACERA Exception	Warning	The reported Participation Begin Date is not equal to the member's existing Participation Begin Date for the pay period. The reported date will not be automatically updated in PensionGold.	Employer will review during post-processing review
ACERA Exception	Warning	The {Limit Type} limit has been exceeded. The Limit is {currency_Limit Amount} and the member has a total annual salary of {currency_Total Annual Salary} including this pay period. The member's {Member Attribute Type} Member Attribute will be set to True when this pay period is posted.	Employer will review during post-processing review

Owner	Exception Type	Exception Message	Employer Responsibilities
ACERA Exception	Warning	The {Limit Type} limit for {Year} has been exceeded. The Limit is {currency_Limit Amount} and the member has a total annual salary of {currency_Total Annual Salary} including this pay period.	Employer will review during post-processing review
ACERA Exception	Warning	The reported {LimitType} indicates that the limit {HasHasNot} been reached, but PensionGold did not come to that determination.{AcctAdjText}	Employer will review during post-processing review
ACERA Exception	Warning	The reported contribution amount for {Contribution Type} for this adjustment ({currency_Reported}) is out of balance with the Expected Contribution Amount ({currency_Expected}){Additional Text}.	Employer will review during post-processing review
ACERA Exception	Warning	This member has an active {SPC Type} Service Purchase Contract that requires payments made via payroll deduction, but an SPC Payment was not reported for the Pay Period.	Employer will review during post-processing review
ACERA Exception	Warning	The Reported SPC Payment is different than the expected amount and payoff amount associated to the member's Active SPC Contract. Reported = {Reported_Amt}. Expected = {Expected_Amt}. Payoff = {Payoff_Amt}.	Employer will review during post-processing review
ACERA Exception	Warning	The contribution calculation method applicable for this member and contribution is {Calc Method}, but there is no {Table or Record Type} that applies to this member for this pay period.	No Action from Employer
ACERA Exception	Warning	There is no {rule type} applicable to this member for the contribution type {contribution type} as of the date of this transaction. The contribution may not be valid for this member for this time period.	No Action from Employer
ACERA Exception	Warning	The fiscal year of the reported pay period is after the Current Salary Limit Year. The Reset Salary Limit Member Attributes job may need to be run.	No Action from Employer
ACERA Exception	Warning	The employment dates overlap with the dates of another employment record for a different employer.	No Action from Employer
ACERA Exception	Warning	The allowable salary variance percentage between this pay period and the prior reported pay period has been exceeded. The allowed variance for this employer is defined as {percent_salary variance}.	No Action from Employer

Owner	Exception Type	Exception Message	Employer Responsibilities
ACERA Exception	Warning	The member does not have any active employment records for the reported pay period.	No Action from Employer

Exception Descriptions

Current Address Type Exists

Exception Type: Fatal Error (Owner – ACERA)		Message: An address with the selected type already exists for an overlapping time period. Only one address per type may be effective at any one time.
Short Description: Current Address Type Exists		Employer Action Required: Employer Post-Processing Review and Correction in payroll system if applicable
Exception Condition	Member has an existing address of the reported address type with the same effective date but different address information.	
Corrective Steps	Employer will review that the address reported on the transmittal file is the current address on file. If the address was reported in error, Employer will notify ACERA and make any necessary updates to Employer's payroll system. ACERA will review and notify Employer if any additional action is required.	

Invalid Dates

Exception Type: Fatal Error (Owner – ACERA)		Message: {Date 1} must be greater than or equal to {Date 2}.
Short Description: Invalid Dates		Employer Action Required: Employer Post-Processing Review and Correction in payroll system if applicable
Exception Condition	<p>The indicate date on the exception contains a discrepancy. The following are exception messages that may be generated with this exception:</p> <ul style="list-style-type: none"> ▪ Participation Begin Date must be greater than or equal to Hire Date. {Date 1} must be greater than or equal to {Date 2}. ▪ Pay Period End Date must be greater than or equal to Hire Date. {Date 1} must be greater than or equal to {Date 2}. ▪ Pay Period End Date must be greater than or equal to Pay Period Begin Date. {Date 1} must be greater than or equal to {Date 2}. ▪ Pay Period End Date must be less than or equal to Current Date. {Date 1} must be less than or equal to {Date 2}. ▪ Termination Date must be greater than or equal to Pay Period Begin Date. {Date 1} must be greater than or equal to {Date 2}. 	
Corrective Steps	Employer to review. ACERA will review and notify Employer if any action is required.	

Duplicate Type (Address and/or Phone)

Exception Type: Fatal Error (Owner – ACERA)		Message: {Duplicate Record Description} already exists. Duplication is prohibited.
Short Description: Duplicate Type		Employer Action Required: Employer Post-Processing Review and Correction in payroll system if applicable
Exception Condition	Duplicate record exists on the transmittal file. The following are exception messages that may be generated with this exception: <ul style="list-style-type: none"> ▪ Duplicate Address Type already exists. Duplication is prohibited. {Duplicate Record Description} already exists. Duplication is prohibited. ▪ A phone with the same type and effective date already exists. Duplication is prohibited. {Duplicate Record Description} already exists. Duplication is prohibited. 	
Corrective Steps	Employer to review future transmittal batch files before submission to ensure that only one record is reported and correct payroll system if applicable.	

New Hire Already Active

Exception Type: Fatal Error (Owner – ACERA)		Message: The member is already active in this Fund. To establish participation in another plan and/or Employer for this member, a new employment record should be added manually.
Short Description: New Hire Already Active		Employer Action Required: Employer Post-Processing Review and Correction in payroll system if applicable
Exception Condition	Member marked as New Hire but has active employment as of the Report End Date.	
Corrective Steps	Employer should report a new member as NewHire="1" on the first pay period of membership. Employer to ensure that future transmittal files will report existing member as NewHire="0". ACERA will review and notify Employer if any action is required.	

Invalid Pay Period Adjustment

Exception Type: Fatal Error (Owner – ACERA)		Message: A Normal account transaction does not exist for this pay period for this fund, and/or Employer. Pay Period Adjustments can only be entered for pay periods in which a Normal transaction already exists.
Short Description: Invalid Pay Period Adjustment		Employer Action Required: Employer Post-Processing Review and Correction in payroll system if applicable
Exception Condition	Pay Period Adjustment reported for a pay period that does not have a <Normal> transaction. The <Normal> transaction can be an account transaction for the same pay period dates or a <Normal> pay period for the same pay period dates included in the current batch.	
Corrective Steps	Employer to review payroll records to confirm that the reported pay period adjustment is correct and no <Normal> transaction exists. ACERA will review and notify Employer if any action is required.	

Overlapping Pay Period (Normal Pay Period)

Exception Type: Fatal Error (Owner – ACERA)		Message: This record overlaps with another Normal transaction record for the same fund, plan and Employer and pay period dates.
Short Description: Overlapping Pay Period		Employer Action Required: Employer Post-Processing Review and Correction in payroll system if applicable
Exception Condition	<Normal> (current) pay period being reported overlaps with existing <Normal> transactions for the same fund, plan, and Employer. The existing <Normal> transaction can be an account transaction for the same pay period dates or a <Normal> pay period for the same pay period dates included in the current batch.	
Corrective Steps	<Normal> pay periods are regular (not off-cycle) checks. There should only be one <normal> pay period for each pay period. The reporting of additional/multiple checks on the same pay period for prior pay periods should be reported as an Account Adjustment or Pay Period Adjustment. ACERA will review and notify Employer if any action is required.	

Invalid Employment Code

Exception Type: Fatal Error (Owner – ACERA)		Message: The value {codeid_emp history code value} is not a valid value for the {employment history group type}.
Short Description: Invalid Employment Code		Employer Action Required: Employer Post-Processing Review and Correction in payroll system if applicable
Exception Condition	Caused by invalid codes for employment, department, employment type, job class, job title and job status or when there is a new code reported on the transmittal file, but this code has not been provided to ACERA prior to processing.	
Corrective Steps	Employer to confirm that the reported code value is correct. If the code is new, Employer will provide the description of the code value to ACERA. Normally all new codes for employment, department, employment type, job class, job title and job status <u>must be provided to ACERA before the pay period these are effective and prior to the submission of the affected transmittal batch file</u> . ACERA will review and notify Employer if any action is required. ACERA may reach out to Employer to obtain more information on the invalid code.	

Potential New Hire

Exception Type: Fatal Error (Owner – ACERA)		Message: The SSN and/or Birth Date could not be matched to an existing member. If this is a new member, set the New Hire indicator.
Short Description: Potential New Hire		Employer Action Required: Employer Post-Processing Review and Correction in payroll system if applicable
Exception Condition	SSN cannot be matched to existing member and no potential matches for first name, last name, and birth date were found. A new member was reported on the transmittal file, but the transmittal file did not report the NewHire field with a value of "1".	
Corrective Steps	Employer should review to confirm that future transmittal files will report the NewHire field value is set to "1" for all new members. ACERA will review and notify Employer if any action is required for this occurrence.	

Potential Match (New Hire)

Exception Type: Fatal Error (Owner- ACERA)	Message: There is a potential match using name and birth date for this member, but the SSN is different on the potential matching person. If this is the same person, mark the 'Same Person' indicator and if the person is a new member , mark the ' New Member ' indicator also. If this is a different person, mark the 'Different Person' indicator.
Short Description: Potential Match	Employer Action Required: Employer Post-Processing Review and Correction in payroll system if applicable
Exception Condition	Member has one potential match on name and birthdate, but reported SSN does not match – Not New Hire. This may be caused due to an update of name or birthdate and SSN for an existing member. The exception can also be cause when the same name is reported for two family members. For example, a father and son with the same name but different date of birth and different SSN.
Corrective Steps	Employer to review that the reported SSN is correct and update Employer's payroll system as needed. Correction of SSN should be reported to ACERA before the transmittal file is submitted. Multiple SSN may cause two member accounts for the same person. ACERA will review and notify Employer if any action is required.

Potential Match (Same Name and DOB but different SSN – Multiple Matches)

Exception Type: Fatal Error (Owner - ACERA)	Message: There are multiple potential matches using name and birth date for this member, but the SSNs are different on the potential matching persons. If these are all different persons, mark the 'Different Person' indicator. If one of these persons are the same, make the necessary corrections to allow the System to match them.
Short Description: Potential Match	Employer Action Required: Employer Post-Processing Review and Correction in payroll system if applicable
Exception Condition	Member has multiple potential matches on name and birthdate but reported SSN does not match any of the SSNs. This may be cause due to an update or correction to an existing member's SSN.
Corrective Steps	Employer to review that the reported SSN is correct and update Employer's payroll system as needed. Correction of SSN should be reported to ACERA before the transmittal file is submitted. Multiple SSN may cause two member accounts for the same person. ACERA will review and notify Employer if any action is required.

Potential Match (Same Name or DOB but Different SSN -Single Match)

Exception Type: Fatal Error (Owner – ACERA)	Message: There is a potential match using name and birth date for this member, but the SSN is different on the potential matching person. If this is the same person, mark the 'Same Person' indicator. If this is a different person, mark the 'Different Person' indicator.
Short Description: Potential Match	Employer Action Required: Employer Post-Processing Review and Correction in payroll system if applicable
Exception Condition	Member marked as a New Hire has one potential match on name and birthdate but reported SSN does not match. There is an existing ACERA member account which has a potential match on name and/or birthdate but different SSN. This can be caused when there is a typo on the SSN or if the member updated their SSN after their last employment record with ACERA.
Corrective Steps	Employer to review that the reported SSN is correct and update Employer's payroll system as needed. Correction of SSN should be reported to ACERA before the transmittal file is submitted. Multiple SSN may cause two member accounts for the same person. ACERA will review and notify Employer if any action is required.

Potential Match (Exact match by SSN)

Exception Type: Fatal Error (Owner – ACERA)	Message: The reported SSN matches a different person than the person that the reported Name, Birth Date, and Gender (if reported) matches. Please resolve either the reported SSN or Name and Birth Date.
Short Description: Potential Match	Employer Action Required: Employer Post-Processing Review and Correction in payroll system if applicable
Exception Condition	Exact Match by SSN was found, but another person with a different SSN was found with the reported First Name, Last Names and Birth Date. There may be two ACERA accounts for the same member which has not been merged.
Corrective Steps	Employer should contact ACERA if this exception is recurring for over three pay periods. ACERA will review and notify Employer if any action is required.

Potential Match (New Hire SSN Match Existing Member)

Exception Type: Fatal Error (Owner – ACERA)	Message: New Hire indicator is set to true, and the reported SSN matches an existing member, but the Birth Date and/or Gender (if reported) do not match. Use the Same Person indicator if this is the same person and Birth Date and/or Gender will be updated.
Short Description: Potential Match	Employer Action Required: Employer Post-Processing Review and Correction in payroll system if applicable
Exception Condition	New Hire Flag = True and SSN matches existing member, but Birthdate and/or Gender don't match. A new member was reported with a potential match to an existing member; however, there is a discrepancy between the reported birthdate and/or gender on the transmittal file versus the member account at ACERA.

Corrective Steps	Employer will review reported information against member information on file for accuracy. If information is incorrect, the Employer will update payroll system to ensure future transmittal files report correct information. ACERA will review and may reach out to the Employer to validate the information. ACERA will make corrections to the existing member information or ask Employer to corrections in their payroll system.
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Potential Match (Existing Member SSN match but DOB and/or Gender don't match)

Exception Type: Fatal Error (Owner – ACERA)	Message: The reported SSN matches an existing member, but the Birth Date and/or Gender do not match. Use the Same Person indicator if this is the same person and Birth Date and/or Gender will be updated.
Short Description: Potential Match	Employer Action Required: Employer Post-Processing Review and Correction in payroll system if applicable
Exception Condition	SSN matches existing member, but Birthdate and/or Gender don't match – Not New Hire. This may be caused when information for birthdate and/or gender is updated in the Employer system for an existing member.
Corrective Steps	Employer to review that reported information is correct. A change to birthdate may affect how ACERA determines the contribution rate and future retirement benefits. If information is not correct, Employer to update payroll system to ensure future transmittal files report correct information. ACERA will review and notify Employer if any action is required.

New Employment (New plan/tier)

Exception Type: Fatal Error (Owner – ACERA)	Message: This member does not currently have an employment record for the {PlanName}. If this is a new or re-hired member, set the New Hire or Re-Hire indicator.
Short Description: New Employment	Employer Action Required: Employer Post-Processing Review and Correction in payroll system if applicable
Exception Condition	No member employment record for reported plan – Not New Hire or Re-Hire. There is a new plan (tier) reported for an existing member of ACERA with the same Employer. This may be cause by a plan change requested by ACERA. There is a new plan (tier) reported for an existing member of ACERA with a different Employer. This is caused when an existing member is hired into a different Employer and the New Hire indicator was not set.
Corrective Steps	Employer to review that a plan change was requested by ACERA. If the Employer changed the plan/tier in error, the Employer needs to update the information for future transmittal file reporting. ACERA will review the reported plan and notify Employer if any action is required.

Multiple SPCs

Exception Type: Fatal Error (Owner – ACERA)		Message: Multiple SPC Payments have been reported for this member. PensionGold only allows one SPC Payment per member.
Short Description: Multiple SPCs		Employer Action Required: Employer Post-Processing Review and Correction in payroll system if applicable
Exception Condition	The batch has multiple reported SPC Payments (SPCPayment fields) for a member	
Corrective Steps	ACERA will review if the SPCPayments field was a duplicate or if multiple SPC payments were reported individually on the transmittal file. If there are multiple SPC payments deducted, they should be combined and reported on one SPCPayments field. ACERA will notify Employer if any corrections are required for future transmittal files.	

Duplicate Type

Exception Type: Fatal Error (Owner – ACERA)		Message: Duplicate Contribution Type already exists. Duplication is prohibited.
Short Description: Duplicate Type		Employer Action Required: Employer Post-Processing Review and Correction in payroll system if applicable
Exception Condition	Record Type is Normal and duplicate Contribution Type reported for same pay period. The ContributionType field is reported twice. For example: <Contribution ContributionType="501502" PreTaxAmount="155.34"> </Contribution> <Contribution ContributionType="501502" PreTaxAmount="155.34"> </Contribution>	
Corrective Steps	ACERA will review the contribution monies received versus what was reported. If overpayment resulted from the duplicate contribution type, a refund will be issued. ACERA may request Employer to review their transmittal file mapping to correct the issue for future transmittal file or issue refund on subsequent payroll.	

Invalid Acct Adjustment Dates (Normal account transaction do not exist for entire date range)

Exception Type: Fatal Error (Owner – ACERA)		Message: Normal account transactions for the reported Employer and plan do not exist for the entire Account Adjustment date range. Account Adjustment salary can only be split into Pay Period Adjustments for pay periods in which a Normal transaction already exists.
Short Description: Invalid Acct Adjustment Dates		Employer Action Required: Employer Post-Processing Review and Correction in payroll system if applicable
Exception Condition	Account Adjustment reported with salary, but Normal pay periods do not exist for the entire adjustment date range for the reported Employer and plan. The reported begin date must match a posted Normal pay period begin	

	date, the reported end date must match a posted Normal pay period end date, and there must be consecutive Normal pay periods with no gaps for the dates between the reported account adjustment begin and end dates. This exception is not generated if Save as Account Adjustment has been selected. The account adjustment reported cover a date range which includes pay periods that were not previously reported.
Corrective Steps	ACERA will review the account transaction information and may contact Employer for more information. ACERA will make the necessary edits to member file.

Invalid Acct Adjustment Dates (Account adjustment overlap)

Exception Type: Fatal Error (Owner – ACERA)		Message: This record overlaps with another pay period reported in the same batch.
Short Description: Invalid Acct Adjustment Dates		Employer Action Required: Employer Post-Processing Review and Correction in payroll system if applicable
Exception Condition	Account Adjustment overlaps with another pay period for the member in the batch.	
Corrective Steps	Employer to review the reason why there is an account adjustment which overlaps with another record in the same batch. ACERA will review the account adjustment and edit the records accordingly.	

Invalid Dates

Exception Type: Fatal Error (Owner – ACERA)		Message: {Date 1} must be less than or equal to {Date 2}.
Short Description: Invalid Dates		Employer Action Required: Employer Post-Processing Review and Correction in payroll system if applicable
Exception Condition	There may be a typo on the reported date indicated on the exception. Pay Period End Date must be less than or equal to Current Date. {Date 1} must be less than or equal to {Date 2}. Birth Date must be less than or equal to Current Date. {Date 1} must be less than or equal to {Date 2}. Death Date must be less than or equal to Current Date. {Date 1} must be less than or equal to {Date 2}. Death Date must be less than or equal to Report End Date. {Date 1} must be less than or equal to {Date 2}.	
Corrective Steps	Employer to review and confirm whether the reported dates are correct and if not, what dates it should be and contact ACERA. Dates that carry over to next transmittal such as date of birth must be corrected in the Employer's payroll system for future reporting. ACERA may reach out to Employer for more information.	

Employment Overlap

Exception Type: Fatal Error (Owner – ACERA)		Message: The employment dates overlap with the dates of another employment record for this same fund, plan and Employer.
Short Description: Employment Overlap		Employer Action Required: Employer Post-Processing Review and Correction in payroll system if applicable
Exception Condition	New Hire or Rehire flag is True and reported hire/termination dates overlap with existing employment records for the same fund/Employer/plan This may be cause when the New Hire or Rehire flag is flagged in error.	
Corrective Steps	Employer to review if the New Hire or Rehire flag was incorrectly flag and if so to ensure that this is corrected for future transmittal files. ACERA will review and notify Employer if any action is required.	

In Progress Benefit

Exception Type: Fatal Error (Owner – ACERA)		Message: The member is associated with an in-progress benefit. The enrollment process cannot determine the correct member status. The member re-activation should be done after the benefit is either approved or cancelled.
Short Description: In Progress Benefit		Employer Action Required: Employer Post-Processing Review and Correction in payroll system if applicable
Exception Condition	Reactivating Retired member that has an In Progress benefit setup Member has separated and is in retired status. Payroll information is reported for a Retired Annuitant or retiree.	
Corrective Steps	If member is a Retired Annuitant, contributions should not be deducted, and member should not be reported on the transmittal file. If the retiree elected to suspend or terminated their benefits and return to active employment, ACERA will update member file accordingly. ACERA will review and notify Employer if any action is required.	

Unexpected SPC Amount

Exception Type: Fatal Error (Owner – ACERA)		Message: The Reported SPC Payment is different than the total expected amount associated to the member's Active SPC Contracts. Reported = {Reported_Amt}. Expected = {Expected_Amt}.
Short Description: Unexpected SPC Amount		Employer Action Required: Employer Post-Processing Review and Correction in payroll system if applicable
Exception Condition	There is a discrepancy between the expected SPC payment set up by ACERA in PensionGold and the reported SPC payment on the transmittal file. Multiple SPC Contracts exist with a status of Active that are configured for payroll deductions, and the reported SPC Payment amount is not equal to the sum of the Expected SPC Payment amounts from those contracts. This error is generated even if any of the contracts had the Non-Standard Payment Allowed flag set to True.	
Corrective Steps	ACERA will review the discrepancy and reach out to Employer if corrections are required.	

New Address Non-Active

Exception Type: Fatal Error (Owner – ACERA)		Message: A new address was reported for a non-active member.
Short Description: New Address Non-Active Member		Employer Action Required: Employer Post-Processing Review and Correction in payroll system if applicable
Exception Condition	Member's status in PensionGold is not Active, or Active Payee, the member is not flagged as a New Hire or Re-hire, and an address is reported that is different than the currently effective address already in PensionGold for the reported address type	
Corrective Steps	Employer to review why transmittal information for the non-active member was reported and if it was reported in error to ensure future transmittal files will not report the member. ACERA will review and notify Employer if any action is required.	

Invalid Negative Amount

Exception Type: Fatal Error (Owner – ACERA)		Message: The Payment Amount cannot be negative.
Short Description: Invalid Negative Amount		Employer Action Required: Employer Post-Processing Review and Correction in payroll system if applicable
Exception Condition	Reported SPC Payment Amount < 0 Reversal of a paycheck which contains a SPC payment.	
Corrective Steps	Employer to confirm that the reported information is correct. Normally, a SPC payment would be positive. If there is an adjustment for a paycheck which includes an SPC payment, the corrected check should offset the SPC payment and negative amount for SPC payment would not be reported. ACERA will review and notify Employer if any action is required.	

Invalid Acct Adjustment Dates

Exception Type: Fatal Error (Owner – ACERA)		Message: The member is subject to salary limits, but the account adjustment spans more than a year.
Short Description: Invalid Acct Adjustment Dates		Employer Action Required: Employer Post-Processing Review and Correction in payroll system if applicable
Exception Condition	Salary is reported, the member is subject to either 401(a)(17) or Social Security salary limits based on the reported plan and the member's earliest posted Participation Begin date, but the Account Adjustment begin, and end date do not fall in the same fiscal year based on the pay period calendars.	
Corrective Steps	Employer to review whether the contribution amount deducted on the account adjustment is correct. ACERA will review and notify Employer if any action is required.	

Invalid Code Value

Exception Type: Fatal Error (Owner – ACERA)		Message: {Attribute Name} must be a valid code table option.
Short Description: Invalid Code Value		Employer Action Required: Employer Post-Processing Review and Correction in payroll system if applicable
Exception Condition	Invalid Gender Code or no Gender Code reported Invalid Marital Status Code or no Marital Status Code reported Invalid Termination Reason Code	
Corrective Steps	Employer to review the invalid code on the transmittal file and payroll system. The invalid code should be updated in payroll system if it is incorrect. Employer should check future transmittal file to ensure any corrections are updated.	

Invalid Negative Amount

Exception Type: Fatal Error (Owner – ACERA)		Message: The {Attribute Name} cannot be negative.
Short Description: Invalid Negative Amount		Employer Action Required: Employer Post-Processing Review and Correction in payroll system if applicable
Exception Condition or Cause	Sick Leave Balance is negative Holiday Balance is negative Vacation Balance is negative Vacation Accrual is required (value is empty/null) Vacation Accrual is negative Vacation Payable is negative Compensation Balance is negative	
Corrective Steps	Accrual balances may be negative due to adjustments by Employers. Employer to make necessary corrections in payroll system. Vacation accrual and payable fields should not be negative. Employer to check payroll system and transmittal file to ensure that future transmittal reporting is correct.	

Not Posted in Prior Batch

Exception Type: Fatal Error (Owner – ACERA)		Message: The member has not been posted on a prior batch. The member must be corrected and posted on the prior batch before being posted on the current batch.
Short Description: Not Posted in Prior Batch		Employer Action Required: No Employer Action
Exception Condition	There is a pending exception on a prior batch which has not been posted.	
Corrective Steps	ACERA will reach out to Employer if further action is required.	

No Employment

Exception Type: Fatal Error (Owner – ACERA)		Message: There are inconsistent member employment records for this member. Please correct the data via the PensionGold Application.
Short Description: No Employment		Employer Action Required: No Employer Action
Exception Condition	Member has no employment records – Not New Hire or Re-Hire	
Corrective Steps	ACERA will reach out to Employer if further action is required.	

No SPC Contract

Exception Type: Fatal Error (Owner – ACERA)		Message: This member has no active SPC Contract. SPC Payments can only be reported for members with at least one active SPC Contract.
Short Description: No SPC Contract		Employer Action Required: Employer Post-Processing Review and Correction in payroll system if applicable
Exception Condition	An SPC Payment was reported, but the member has no Active contract. This can be caused when a service purchase contract has been fulfilled but SPC payments continue to be deducted in the payroll check. Employer to confirm that the deduction has an end date.	
Corrective Steps	Employer to confirm that the deduction has an end date. ACERA will reach out to Employer if further action is required.	

Missing Salary Pay Item Detail

Exception Type: Fatal Error (Owner – ACERA)		Message: The reported salary pay item has not been defined for this Employer.
Short Description: Missing Salary Pay Item Detail		Employer Action Required: Employer Post-Processing Review and Correction in payroll system if applicable
Exception Condition	Reported Salary Pay Item is not defined for the Employer. This may be caused when a new salary pay item is reported by Employer.	
Corrective Steps	Employer to review if the indicated pay code has been approved by ACERA. Employer must not use pay items until all pensionable and non-pensionable pay items have been approved by ACERA. Employer must follow ACERA's New Pay Items Approval Process. ACERA will reach out to Employer if further action is required.	

Missing Salary Pay Item Detail

Exception Type: Fatal Error (Owner – ACERA)		Message: The following reported Salary Pay Item does not have an effective Salary Pay Item Detail record associated to the reported plan: {AttributeName}. Please setup/correct on the Employer's Salary Pay Items screen.
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Short Description: Missing Salary Pay Item Detail		Employer Action Required: Employer Post-Processing Review and Correction in payroll system if applicable
Exception Condition	New pay code which has not been set up by ACERA.	
Corrective Steps	Employer to review if the indicated pay code has been approved by ACERA. Employer must follow ACERA's New Pay Items Approval Process when setting up all pay codes (pension/non-pensionable). New pay items must be approved by ACERA before use. It will be the Employer's responsibility to calculate and collect/refund any contribution over/under payments if pay items are used prior to ACERA's approval. ACERA will reach out to Employer if further action is required.	

Not Same Person

Exception Type: Fatal Error (Owner – ACERA)	Message: There is no existing person matching the information reported in this record. The Same Person indicator cannot be used on this record.	
Short Description: Not same person	Employer Action Required: Employer Post-Processing Review and Correction in payroll system if applicable	
Exception Condition	Same Person indicator has been set to True on exception, but now there is no potential match found for the reported information	
Corrective Steps	Employer must review Employer's payroll system to determine if member was reported in error and contact ACERA. ACERA may reach out to Employer for more information.	

Missing Required Field

Exception Type: Fatal Error (Owner – Employer)	Message: {Attribute Name} is required.	
Short Description: Required Field	Employer Action Required: Employer Exception	
Exception Condition or Cause	<p>This exception is cause when a field is reported without the required information for the following required fields:</p> <ul style="list-style-type: none"> Birth Date Required Death Date Required If Death Type Reported Death Type Required and must be a valid Death Type If Death Date Reported First Name Required Last Name Required SSN Required Pay Date Required Pay Period Begin Date Required Pay Period End Date Required Hire Date Required Participation Begin Date Required 	

	<p>Pay Period Record Type is missing or is not Normal, Pay Period Adjustment, or Account Adjustment.</p> <p>Plan Key Required</p> <p>Post-Tax Contribution Amount Required</p> <p>Pre-Tax Contribution Amount Required</p> <p>Offset Contribution Amount Required</p> <p>This will be zero for ACERA.</p> <p>Salary Amount Required</p> <p>Salary Pay Item Required</p> <p>Units Per Pay Item Required</p> <p>Units Worked Required</p> <p>Employment Type Required for Normal and Pay Period Adjustment record types.</p>
Corrective Steps	<p>This error exception indicates that there is a data missing on a required field. The exception identifies the member record(s) with this error. If there are multiple fatal errors, the total exception count may exceed ACERA's exception tolerance threshold and the full transmittal batch file would reject. The Employer may then need to submit a new transmittal batch file after corrections are made.</p> <p>Otherwise, Employers will take the necessary steps to identify the cause of this exception and make corrections to the member's data through EmployerDirect. Employers will also ensure that future transmittal files will report all required information.</p>

Invalid Value or Format

Exception Type: Fatal Error (Owner – Employer)	Message: The {Attribute Name} is not valid. The {Attribute Name} must be {format description}.
Short Description: Invalid Format	Employer Action Required: Employer Exception
Exception Condition	<p>The Zip Code is not valid. The Zip Code must be 5 or 9 digits.</p> <p>The {Attribute Name} is not valid. The {Attribute Name} must be {format description}.</p> <p>The Zip Code is not valid. The Zip Code must be 9 characters or fewer.</p> <p>The {Attribute Name} is not valid. The {Attribute Name} must be {format description}.</p> <p>The Phone Number is not valid. The Phone Number must be 7 digits and not start with a 0 or 1.</p>
Corrective Steps	<p>Employer will review the invalid format and edit the applicable fields in the Reporting Batch – Member Detail page. Employer will also need to update the information in their payroll system so future transmittal files will report correct information.</p>

Missing Home Address

Exception Type: Fatal Error (Owner – Employer)		Message: <i>No Home address has been reported for the {HireType}. All {HireType}s are required to have a Home address on file.</i>
Short Description: Missing Home Address		Employer Action Required: Employer Exception
Exception Condition	New Hire Flag = True and no home address is being reported, and the person does not have an active home address on file A new member is reported with no home address on transmittal file.	
Corrective Steps	Employer will add home address to the address section in EmployerDirect. Employer to ensure that the address is reported on future transmittal files.	

Info Outside Plan Dates

Exception Type: Warning (Owner – ACERA)		Message: Normal account transaction records exist which are outside the updated plan participation dates.
Short Description: Info Outside Plan Dates		Employer Action Required: Employer Post-Processing Review and Correction in payroll system if applicable
Exception Condition	Termination date or death date reported, and Normal account transactions exist outside of employment dates	
Corrective Steps	Employer will review and confirm that the reported termination or death date is correct. If there are any discrepancies, Employer will update these dates in the Employer's payroll system and notify ACERA. ACERA will make necessary corrections to PensionGold, if applicable.	

Active Payee

Exception Type: Warning (Owner – ACERA)		Message: The member is currently receiving a benefit. If re-activated, the member status will be set to Active/Payee.
Short Description: Active Payee		Employer Action Required: Employer Post-Processing Review and Correction in payroll system if applicable
Exception Condition	Member marked as New Hire or Re-Hire, but already receiving a benefit in fund	
Corrective Steps	Employer to review if employee is a Retired Annuitant. Information should not be reported or a Retired Annuitant. ACERA may reach out to Employer for more information.	

Retiree Return to Work

Exception Type: Warning (Owner – ACERA)		Message: The member is associated with a benefit now terminated. If re-activated, the member status will be set to Active.
Short Description: Retiree Return to Work		Employer Action Required: Employer Post-Processing Review and Correction in payroll system if applicable
Exception Condition	Reactivating Retired member that has no non-Terminated benefits but does have a Terminated benefit.	
Corrective Steps	ACERA will review and notify Employer if any action is required.	

Contributions Out of Balance

Exception Type: Warning (Owner – ACERA)	Message: The reported contribution amount for {Contribution Type} for this pay period, including the normal record ({currency_ Reported Amount}) is out of balance with the Expected Contribution Amount ({currency_ Expected Contribution Amount}).
Short Description: Contributions Out of Balance	Employer Action Required: Employer Post-Processing Review and Correction in payroll system if applicable
Exception Condition	Contributions Out of Balance on a normal record. Cause of this exception may include incorrect rate, incorrect plan, incorrect pensionable salary, not enough salary to deduct retirement contributions, etc.
Corrective Steps	Employer to review payroll check to confirm that the contribution rate and salary is correct. If corrections are required, Employer will update Employer's payroll system accordingly and calculate any adjustments for the under/overpayment on a future payroll. Employer will contact ACERA with their findings when under/overpayments are discovered. ACERA may reach out to Employer with instructions on correction.

Mandatory Contributions

Exception Type: Warning (Owner – ACERA)		Message: {Contribution Name} are mandatory contributions which are expected for each pay period but that have not been reported for this member for this pay period.
Short Description: Mandatory Contributions		Employer Action Required: Employer Post-Processing Review and Correction in payroll system if applicable
Exception Condition	The member has not met the compensation limit and has pensionable salary reported; however, retirement contributions were not reported. Multiple additional scenarios can cause this exception to occur. This includes missed contributions, dropped contributions, incorrect compensation limit, etc.	
Corrective Steps	Employer to review why contributions were not reported. If member's annual pensionable salary is close to the limit, Employer to confirm if the salary limit in payroll system is correct. ACERA will reach out to Employer if further action is required.	

Salary Limit Exceeded (Current year)

Exception Type: Warning (Owner – ACERA)	Message: The {Limit Type} limit has been exceeded. The Limit is {currency_Limit Amount} and the member has a total annual salary of {currency_Total Annual Salary} including this pay period. The member's {Member Attribute Type} Member Attribute will be set to True when this pay period is posted.
Short Description: Salary Limit Exceeded	Employer Action Required: Employer Post-Processing Review and Correction in payroll system if applicable
Exception Condition	The member's total pensionable salary has exceeded the applicable compensation limit, 401(a)(17) for tier 2 or Social Security limit for tier 4 members.
Corrective Steps	Employer to confirm that the salary limit in payroll system is correct. ACERA will reach out to Employer if further action is required.

Salary Limit Exceeded (Retro for prior year)

Exception Type: Warning (Owner – ACERA)	Message: The {Limit Type} limit for {Year} has been exceeded. The Limit is {currency_Limit Amount} and the member has a total annual salary of {currency_Total Annual Salary} including this pay period.
Short Description: Salary Limit Exceeded	Employer Action Required: Employer Post-Processing Review and Correction in payroll system if applicable
Exception Condition	The reported retro salary record date range is not in the current year. The salary limit in which the reported salary record is reported is greater than the salary limit for that year.
Corrective Steps	ACERA will reach out to Employer if further action is required.

Salary Limit Flag Mismatch

Exception Type: Warning (Owner – ACERA)	Message: The reported {LimitType} indicates that the limit {HasHasNot} been reached, but PensionGold did not come to that determination. {AcctAdjText}
Short Description: Salary Limit Flag Mismatch	Employer Action Required: Employer Post-Processing Review and Correction in payroll system if applicable
Exception Condition	The Employer reported Social Security Cap flag, or the 401(a)(17) Limit is 'Limit Reached', but PensionGold did not determine that the limit has been exceeded during this process. SocialSecurityCap or 401a17 fields are flag as "1"
Corrective Steps	Employer will review the pensionable salary up to the current pay period to confirm if limit has been reached. Employer should confirm that the limit set for the current is correct. ACERA will reach out to Employer if further action is required.

Missing SPC Payment

Exception Type: Warning (Owner – ACERA)		Message: This member has an active {SPC Type} Service Purchase Contract that requires payments made via payroll deduction, but an SPC Payment was not reported for the Pay Period.
Short Description: Missing SPC Payment		Employer Action Required: Employer Post-Processing Review and Correction in payroll system if applicable
Exception Condition	A SPC payment was expected by ACERA for the member but was no SPC payment reported for the member on the current pay period.	
Corrective Steps	Employer to review notification from ACERA and set up payroll deduction for the following pay period. ACERA will reach out to Employer if further action is required.	

Unexpected SPC Amount

Exception Type: Warning (Owner – ACERA)		Message: The Reported SPC Payment is different than the expected amount and payoff amount associated to the member's Active SPC Contract. Reported = {Reported_Amt}. Expected = {Expected_Amt}. Payoff = {Payoff_Amt}.
Short Description: Unexpected SPC Amount		Employer Action Required: Employer Post-Processing Review and Correction in payroll system if applicable
Exception Condition	Reported SPC payment does not match the payment that ACERA is expecting.	
Corrective Steps	Employer to review the SPC Payment deducted on paycheck and if it does not match the requested amount by ACERA, update payroll system to correct amount and ensure that goal/total amount is correct. ACERA will review and may contact Employer for more instructions.	

Contributions Out of Balance

Exception Type: Warning (Owner – ACERA)		Message: The reported contribution amount for {Contribution Type} for this adjustment ({currency_Reported}) is out of balance with the Expected Contribution Amount ({currency_Expected}){AdditionalText}.
Short Description: Contributions Out of Balance		Employer Action Required: Employer Post-Processing Review and Correction in payroll system if applicable
Exception Condition	The reported amount on a retro adjustment does not match the expected amount. This can be cause if the retro adjustment is for a pay period which used a different contribution rate, and the prior contribution rate was used instead of the current rate to calculate the retirement contributions.	
Corrective Steps	ACERA will reach out to Employer if further action is required.	

Missing Contribution Rule Info

Exception Type: Warning (Owner – ACERA)	Message: The contribution calculation method applicable for this member and contribution is {Calc Method}, but there is no {Table or Record Type} that applies to this member for this pay period.
Short Description: Missing Contribution Rule Info	Employer Action Required: No Employer Action
Exception Condition	Uncommon exception. ACERA will review PensionGold to make necessary corrections.
Corrective Steps	ACERA will reach out to Employer if further action is required.

Salary Variance

Exception Type: Warning (Owner – ACERA)	Message: The allowable salary variance percentage between this pay period and the prior reported pay period has been exceeded. The allowed variance for this Employer is defined as {percent salary variance}.
Short Description: Salary Variance	Employer Action Required: No Employer Action
Exception Condition	This is an uncommon exception. A salary variance was identified.
Corrective Steps	ACERA will reach out to Employer if further action is required.

Missing Contribution Rule

Exception Type: Warning (Owner – ACERA)	Message: There is no {rule type} applicable to this member for the contribution type {contribution type} as of the date of this transaction. The contribution may not be valid for this member for this time period.
Short Description: Missing Contribution Rule	Employer Action Required: No Employer Action
Exception Condition	This is an uncommon exception. ACERA will review to make necessary corrections.
Corrective Steps	ACERA will reach out to Employer if further action is required.

Deceased Member

Exception Type: Warning (Owner – ACERA)	Message: The reported member is currently in a status of Deceased. Please review the reported information and set the Override Warnings if necessary.
Short Description: Deceased Member	Employer Action Required: Employer Post-Processing Review and Correction in payroll system if applicable
Exception Condition	Member is currently Deceased in PensionGold. Information for a member already reported as deceased is being reported. Employer to confirm if records are correct.
Corrective Steps	ACERA will reach out to Employer if further action is required.

Member Not Active

Exception Type: Warning (Owner – ACERA)		Message: The member is not in an active status.
Short Description: Member Not Active		Employer Action Required: Employer Post-Processing Review and Correction in payroll system if applicable
Exception Condition	Employer did not report member as New Hire or Re-Hire and the Member's status in PensionGold is not Active or Active Payee.	
Corrective Steps	Employer to review to see correct status. ACERA will reach out to Employer if further action is required.	

No Employment

Exception Type: Warning (Owner – ACERA)		Message: The member does not have any active employment records for the reported pay period.
Short Description: No Employment		Employer Action Required: No Employer Action
Exception Condition	No active employment records exist for the reported pay period – Employer did not report as New Hire or Re-hire. Salary or contributions are reported for a period after the member's separation date.	
Corrective Steps	ACERA will reach out to Employer if further action is required.	

Participation Bgn Dt Mismatch

Exception Type: Warning (Owner – ACERA)		Message: The reported Participation Begin Date is not equal to the member's existing Participation Begin Date for the pay period. The reported date will not be automatically updated in PensionGold.
Short Description: Participation Bgn Dt Mismatch		Employer Action Required: Employer Post-Processing Review and Correction in payroll system if applicable
Exception Condition	The reported Participation Begin Date is not equal to the Participation Begin date from the member's employment record that is active during the reported pay period (compared to existing hire/termination dates) Not New-Hire or Re-Hire	
Corrective Steps	Employer will review employment dates in Employer's payroll system. ACERA will reach out to Employer if further action is required.	

Salary Limit Year Mismatch

Exception Type: Warning (Owner – ACERA)		Message: The fiscal year of the reported pay period is after the Current Salary Limit Year. The Reset Salary Limit Member Attributes job may need to be run.
Short Description: Salary Limit Year Mismatch		Employer Action Required: No Employer Action
Exception Condition or Cause	The salary limit has not been reset in PensionGold. ACERA will review and make necessary corrections.	
Corrective Steps	ACERA will reach out to Employer if further action is required.	

SSN Match, Demo Mismatch

Exception Type: Warning (Owner – ACERA)		Message: The reported SSN for the {HireType} already exists, but the {Mismatch Type} does not match what is already on file for this member. Either the member's existing information or incoming transmittal information should be updated in order to post the {HireType}.
Short Description: SSN Match, Demo Mismatch		Employer Action Required: Employer Post-Processing Review and Correction in payroll system if applicable
Exception Condition or Cause	New Hire Flag = True and reported SSN matches an existing member, but the reported address does not match the active address already on file for the member with the reported address type	
Corrective Steps	Employer to review Employer's payroll system to see if information needs to be updated and contact ACERA. ACERA will reach out to Employer if further action is required.	

Employment Overlap

Exception Type: Warning (Owner – ACERA)		Message: The employment dates overlap with the dates of another employment record for a different employer
Short Description: Employment Overlap		Employer Action Required: No Employer Action
Exception Condition or Cause	New Hire or Rehire flag is True and reported hire/termination dates overlap with existing employment records for a different employer	
Corrective Steps	ACERA will reach out to Employer if further action is required.	

Section 7: Employer Reporting

Reports are generated from the Reports Manager screen. This screen is accessed by selecting the Report link on the left menu. There the user will find a list of available reports.

Report Manager

Reports	
	Report
Select	Employee List
Select	Employer Account Activity
Select	Employer Reporting Batch Details (Original)
Select	Employer Reporting Batch Details (Posted)
Select	Employer Reporting Batch Summary
Select	Employer Reporting Batches and Vouchers
Select	Employer Reporting Exceptions
Select	Employer Reporting Service Purchase Payments

The User will then select the desired report by clicking <select> and follow the prompts to enter the necessary report criteria. When done, the user will select <Submit Report> option. A message will be generated at the top of the screen indicating the request to initiate the report has been successfully submitted.

While the report is being run, the report will appear in the <My Report History> section of the <Reports Manager> screen as "In Progress". The User may navigate to other screens while the report is being processed.

View Your Report History

When a report has finished processing, the user who initiated the report receives a User Alert indicating that the report is complete, and the report can be viewed from the User Alerts menu. Each completed report can also be accessed from the My Report History section of the Reports screen (see View Your Report History).

Reports that you have generated can be viewed either from the Reports Manager screen or from User Alerts. Note: User cannot view reports run by other users.

From Report Manager Screen

This screen is accessed by selecting the Report link on the left menu. At the bottom of the screen is the My Report History section which contains a list of all the reports you have generated. This list can be filtered by report type and date range (reports from the last 30 days automatically appear). Selecting the View link opens the report.

My Report History 

	Report	Comments	Processed On
View	 Employer Reporting Service Purchase Payments		4/30/2024 2:27:29 PM
View	 Employer Reporting Batch Details (Posted)		4/29/2024 7:43:40 AM
View	 Employer Reporting Batch Details (Original)		4/29/2024 7:43:32 AM
View	 Employer Reporting Exceptions		4/24/2024 3:33:01 PM
View	 Employer Reporting Exceptions		4/24/2024 3:31:59 PM
View	 Employer Reporting Exceptions		4/22/2024 1:03:05 PM
View	 Employee List		4/22/2024 8:49:43 AM
View	 Employer Reporting Exceptions		4/17/2024 8:50:03 AM
View	 Employer Reporting Service Purchase Payments	test	4/17/2024 8:49:52 AM
View	 Employer Reporting Batch Details (Original)		4/17/2024 8:49:29 AM

Total 2 Pages 1 

From User Alerts

The user will click on their name in the upper right corner of any screen to access the User Alerts. You get alerts for all reports you have generated during the past 3 days. A red exclamation mark indicates that you have new alerts that you haven’t viewed yet.

Recent User Alerts ×

- Employer Reporting Service Purchase Payments 
04/30/2024 02:27 PM
- Employer Reporting Batch Details (Posted) 
04/29/2024 07:43 AM
- Employer Reporting Batch Details (Original) 
04/29/2024 07:43 AM
- Employer Reporting Exceptions 
04/24/2024 03:33 PM
- Employer Reporting Exceptions 
04/24/2024 03:31 PM

Description of Available Reports:

Employee List - Displays current employees, including active members and payees associated with an Employer. The report is generated by selecting a Hire Date range or leaving it blank.

Employer Account Activity - Displays the receivable, payment, and refund transactions for a selected Employer. Filtering can be used to limit the report to a specific plan, batch, date range, or a fiscal year.

Employer Reporting Batch Details (Original) - Displays the detail of all member records included in a selected Employer reporting batch, as well as the associated batch identification and balancing information, as it all was originally reported.

Employer Reporting Batch Details (Posted) - Displays the details of all member records in a selected Employer reporting batch as it was posted, reflecting any changes made to the originally reported data prior to posting. Summary batch information is also provided.

Employer Reporting Batch Summary - Displays the progress a selected batch has made through the Employer reporting process. It reflects the number of member records at each processing status, compares the posted amounts of salary and contributions with the amounts originally transmitted, and shows a history of the batch processing statuses.

Employer Reporting Batches and Vouchers - Displays batch numbers and voucher numbers assigned to scheduled reporting batches and payment vouchers for the selected fiscal year.

Employer Reporting Exceptions - Displays records for all current exceptions in a selected Employer reporting batch, including a description of the exception, the field(s) in error, the values in those fields, and the status of each exception. This report is only available while exceptions remain in a batch. Once exceptions have been corrected and members are posted, their exceptions no longer appear on this report.

Employer Reporting Service Purchase Payments - Displays records for all service purchase contracts that have payments in a selected Employer reporting batch. The payment's status is shown, as well as a total count, total amount posted, total amount not posted, and grand total payment amount for the batch.

Section 8: Frequently Asked Questions

Who should Employers contact if they have any questions relating to the transmittal file, exceptions, scheduling, technical support, etc?

Employers can send an email to ERDirectSupport@acera.org. ACERA representatives will send a reply to the Employer's email. Employers can also request via email for a phone call from an ACERA representative.

Where can I find additional information on the transmittal file layout?

Information on transmittal file layout can be found on the 4.1.1 Transmittal File Layout design document that has been provided previously to all Employers. This resource can also be found on our website at acera.org on our EmployerDirect page.

How do I confirm what pay period should the transmittal file to be submitted on a scheduled batch?

Employers are provided annually with a Transmittal Import Schedule outlining the submission due dates for each pay period. The Transmittal Import Schedule will be used to schedule the batches in PensionGold. Please send an email to ERDirectSupport@acera.org if you require a copy of this schedule.

Do I need to call ACERA to reset my Password or Username?

Users can reset their Password and Username themselves by selecting the <Forgot Password> or <Forgot Username> options on the EmployerDirect log-on page. Simply follow the prompts and the user will be soon up and running in no time. Users may also update this and other account information if already logged into EmployerDirect under the Account Settings screen.

Is there an on-line help function?

Yes, in EmployerDirect the user can find a searchable on-line <help> function located on the left, main navigation menu. There the user will also find a <contact> option that you may use as an alternate way to contact ACERA with questions.

How do I log off EmployerDirect?

The user will need to hover over their name in the upper right corner. When the drop-down menu appears, the user will select the <log out> function to sign-off.

