



# Employers' Reference Manual – Chapter 17

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## *Public School Employees' Retirement System*

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# Chapter 17

## Troubleshooting

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This chapter was written to aid you when you are presented with unexpected results when filing your electronic records. The chapter gives suggestions to help correct import errors, warning messages (yellow/orange highlights), or fatal error messages (orange/red highlights).

The File Formats for all the Imports are available in Chapter 18: *File Formats*. Review Chapter 18 for the details needed to correct the placement of the characters.

In all situations where you cannot resolve the problem on your own, contact your ESC Representative for assistance. The contact information is documented in Chapter 19: *Contacting PSERS*.

### Import Errors or Unfavorable Conditions

Condition	Action Required
The word "WEB" appears in the Import Description instead of the Import Description you entered	Change the Status dropdown box to "Not Validated", the file will display; place a check mark in the Select box; delete the file. Re-upload.
"Not Process Rows" has a value other than zero	Change the Status dropdown box to "Not Validated"; the file will display; place a check mark in the Select box; delete the file. Re-upload.
No "Successfully Uploaded Message" displayed	Click on the Work Area to determine if file was successful or not. <ul style="list-style-type: none"> <li>If Successful, check to make sure all Rows Process by viewing the "Not Processed Rows" column. If value is other than zero, see Condition "Not Process Rows" has a value other than zero for instructions.</li> <li>If no file is present, then re-upload.</li> </ul>
"Invalid Rows" matches "Rows Imported" after Approval	Don't panic! Your file probably processed successfully. Please contact ESC for instructions.
Duplicate Files with the same name displayed in Work Area	Delete them all! Re-upload.
"Invalid Rows" other than zero prior to Approval	Click on Detail; filter Status dropdown to "Invalid"; correct all invalid records.
"Invalid Rows" other than zero	This condition will occur:

after Approval	<ul style="list-style-type: none"> <li>• if the Invalid records were not corrected prior to approval</li> <li>• if there are more than one record with the same Wage Type</li> </ul> <p>After the Work Report is released, you need to submit a Work Report Adjustment for the records that were dropped (not processed).</p>
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## Troubleshooting for Header Record Error

Listed below are the validation messages that could be displayed when submitting a Member Demographic, Contract Record, Work Report, or Work Report Adjustment record.

<b>Message</b>	<b>Possible Action Required</b>
<b>File Rejected</b> because header record has invalid length.	The Header Record does not have enough characters. Check to make sure none of the digits dropped.
<b>File Rejected</b> because header record type is invalid.	The Record being submitted doesn't match the Header Record Type of the file. <ul style="list-style-type: none"> <li>• D = Demographic File</li> <li>• C = Contract Record File</li> <li>• R = Work Report File</li> <li>• A = Work Report Adjustment File</li> </ul>
Total records count in the header record does not match with Total detail records count.	The Header Record Details doesn't match the Member Record Count of the File. Check to make sure none of the records dropped a character.
<b>File Rejected</b> because employer code does not match record on file.	Check to make sure your Employer Code is typed correctly.
Employer Code in the header record does not match the parameter.	Your Employer Code is missing or does not match the Log In ID. Check to make sure your Employer Code is typed correctly. Enter the Employer Code in the proper placement within the file.
Record rejected because detail record does not match expected length.	This is a fixed length file. The Detail Records do not have enough characters. Check to make sure none of the digits dropped.

<b>Message</b>	<b>Possible Action Required</b>
File Rejected because identical file already processed.	An exact match of the import is already recorded in V3. Check to make sure you selected the correct file for uploading.
Error - Invalid fiscal year. Must be in current fiscal year.	<p>The Fiscal Year within the file must coincide with the Work Report Month/Year combination.</p> <p>Example:</p> <p>If the month and year in the Header Record is July, August, or September, then the Fiscal Year can only be the current year or the prior Fiscal Year. Example: If the Header Record is July 2014, then the Fiscal Year Detail Record can only be 2014 or 2015.</p> <p>If the month and year in the Header Record is October through June, then the Fiscal Year can only be the current Fiscal Year. Example: If the Header Record is November 2014, then the Fiscal Year Detail Record can only be 2015.</p>
Error processing file. Invalid period date format	You must include the Month and Year of the Work Report in the Header Record. The information is either missing or has an invalid date format. Date format must be MMYYYY.
Error - Invalid fiscal year must be YYYY format	You must include the Month and Year of the Work Report in the Header Record. The information is either missing or has an invalid date format.
File rejected because identical file already processed.	Another Work Report contains the Month and Year combination. Check to make sure you selected the correct file for uploading.
File rejected because identical file already processed.	Another Work Report contains the Month and Year combination. Check to make sure you selected the correct file for uploading.
File Rejected Work Reports in the future cannot be created.  Code logic – if work report date is in the future, ----then stop the import process.	The Work Report Header Record contains a future dated Month and Year. You may only report the current and previous months. Either hold the Work Report until the first day of the month to be reported or confirm the Month and Year values in the Work Report Header Record.

<b>Message</b>	<b>Possible Action Required</b>
Example: If the current month is December 2005, and a future date of January 2006 is submitted, the system will reject all work reports that are submitted with a date later than December 2005.	
Display error message window:  "Work Reports in the future cannot be created."	The Work Report Header Record contains a future dated Month and Year. You may only report the current and previous months. Either hold the Work Report until the first day of the month to be reported or confirm the Month and Year values in the Work Report Header Record.
Total BASE in the header record does not match with Totals in detail records.	Check to see if any detail record was dropped or a typographical error occurred. The Total Base field in the Header Record must match the sum of all Base fields within the Work Report or the Work Report Adjustment file.
Total UNPAID RETIREMENT in the header record does not match with Totals in detail records.	Check to see if any detail record was dropped or a typographical error occurred. The Total Unpaid Retirement Covered Compensation field in the Header Record must match the sum of all Unpaid Retirement Covered Compensation fields within the Work Report or the Work Report Adjustment file.
Total OVERTIME in the header record does not match with Totals in detail records.	Check to see if any detail record was dropped or a typographical error occurred. The Total Overtime field in the Header Record must match the sum of all Overtime fields within the Work Report or the Work Report Adjustment file.
Total SUPPLEMENTAL in the header record does not match with Totals in detail records.	Check to see if any detail record was dropped or a typographical error occurred. The Total Supplemental field in the Header Record must match the sum of all Supplemental fields within the Work Report or the Work Report Adjustment file.
Total WAGES NO CONTRIBUTIONS in the header record does not match with Totals in detail records.	Check to see if any detail record was dropped or a typographical error occurred. The Total Wages field in the Header Record must match the sum of all Wages fields within the Work Report or the Work Report Adjustment file.



<b>Message</b>	<b>Possible Action Required</b>
Total MEMBER POS in the header record does not match with Totals in detail records.	Check to see if any detail record was dropped or a typographical error occurred. The Total Member POS Installment field in the Header Record must match the sum of all Member POS Installment fields within the Work Report or the Work Report Adjustment file.

## Troubleshooting for Detail Record Error

Listed below are the validation messages that could be displayed when submitting a Member Demographic, Contract Record, Work Report, or Work Report Adjustment record.

<b>Message</b>	<b>Possible Action Required</b>
Member Demographic Record must be sent and processed prior to receiving and processing the Contract Record	<p>Confirm the initial Contract Record has been submitted.</p> <ul style="list-style-type: none"> <li>- If there is no demographic information on file, submit the record before approving the Contract Record File.</li> <li>- If there is a demographic record, verify the address is valid.</li> </ul>
SSN must be 9 digits	Make sure the social security number field is not blank (null), doesn't contain all zeros, doesn't contain alpha characters, or has less than 9 digits.
SSN [Member SSN] not in specified range	<p>The Social Security Administration has set up specific rules for the designation of the SSN. SSA uses the following rules for establishing the individual's SSN the:</p> <p>Area Number (first three digits):</p> <ul style="list-style-type: none"> <li>- The area number cannot be 000</li> <li>- The area number cannot be 666</li> <li>- The area number cannot fall in the 900 series (i.e., area cannot start with 9).</li> </ul> <p>Group Number (fourth and fifth digits):</p> <ul style="list-style-type: none"> <li>- The group number cannot be all zeros (i.e., 00).</li> </ul> <p>Serial Number (the last four digits):</p> <ul style="list-style-type: none"> <li>- The serial number cannot be all zeros (i.e., 0000).</li> </ul> <p>Check to see that a typographical error didn't occur to create the error condition.</p>

<b>Message</b>	<b>Possible Action Required</b>
	<i>Note: As SSA changes its rules, PSERS updates the system validations; however PSERS is not always able to have the validations updated before you need to report an individual with the new designation. If that happens, contact ESC and PSERS will work with you to create the Member Demographic Record.</i>
Invalid SSN [Member SSN] numeric format	Populate the SSN field. The SSN is a required value.
No contract record on file for this member.	The SSN on the file does not match a SSN / Employer combination. Check to see: <ul style="list-style-type: none"> <li>- If a Contract Record is required.</li> <li>- If a typographical error was made in the inputting of the SSN.</li> <li>- If a typographical error was made in the Header Record regarding the placement of the Employer ID.</li> </ul>
Duplicate records submitted for SSN, Wage type, and Fiscal Year combination. Combination must be unique or combined into one record.	The SSN / Contract Record (i.e., Wage Type and Fiscal Year) combination already exists. <ul style="list-style-type: none"> <li>- If you confirm the existing record supports the reporting of wages, contribution (if applicable), and service units, delete the Contract Record from the file</li> <li>- If you determine the existing record does not support the reporting of wages, contributions (if applicable), and service units, correct the Contract Record being submitted</li> </ul>
Retired member. Please contact ESC for instructions.	Once a member retires, PSERS restricts the reporting of Member Demographic and Contract Record information. <ul style="list-style-type: none"> <li>- If you need to enroll a retired member who returned to work outside the emergency, work shortage, or extracurricular situation, you need to complete the PSRS-1299.</li> <li>- If the situation is other than a return to work of a retiree, contact ESC.</li> </ul>
Invalid birth date. Must be in MMDDYYYY format.	Make sure the birth date field is not blank (null), doesn't contain all zeros, doesn't contain an invalid date format, or has less than 8 digits.
Invalid birth date. Age must be greater than 10.	Confirm the school employee's birth year doesn't contain a typographical error.
Invalid birth date. Age must be	Confirm the school employee's birth year doesn't contain a

<b>Message</b>	<b>Possible Action Required</b>
less than 111	typographical error.
Age calculated is greater than 69. Confirm Date of Birth	It is unusual, but not impossible, for a school employee to be older than age 69 at time of enrollment. Confirm the school employee's birth year doesn't contain a typographical error.
Date of Birth does not match existing record.	When your file is compared to the records in the pension administration system (V3), the existing SSN / Date of Birth combination does not match the incoming SSN / Date of Birth combination. Confirm the record doesn't contain any typographical errors. If you need to correct either the SSN or the Date of Birth, you must complete the <i>Demographic Information Change Request</i> (PSRS-1870). Continue to report the record as originally submitted until you are contacted that the record has been updated.
Gender must be M or F	Make sure the gender field is not blank (null) or doesn't contain a character other than 'M' or 'F'.
Gender does not match existing record	When your file is compared to the records in the pension administration system (V3), the existing SSN / Gender combination does not match the incoming SSN / Gender combination. Confirm the record doesn't contain any typographical errors. If not changed, the record will be updated.
First name cannot be blank	Populate the First Name field. The First Name is a required value.
First Name does not match existing record.	When your file is compared to the records in the pension administration system (V3), the existing SSN / First Name combination does not match the incoming SSN / First Name combination. Confirm the record doesn't contain any typographical errors. If not changed, the record will be updated.
Middle name does not match existing record	When your file is compared to the records in the pension administration system (V3), the existing SSN / Middle Name combination does not match the incoming SSN / Middle Name combination. Confirm the record doesn't contain any typographical errors. If not changed, the record will be updated.
Last name cannot be blank	Populate the Last Name field. The Last Name is a required value.
Last name does not match existing file	When your file is compared to the records in the pension administration system (V3), the existing SSN / Last Name combination does not match the incoming SSN / Last Name combination. Confirm

<b>Message</b>	<b>Possible Action Required</b>
	<p>the record doesn't contain any typographical errors. If not changed, the record will be updated.</p> <p>PSERS will contact the school employee if the Last Name change is on a Male Record. The school employee will be required to provide proof to support the change.</p>
Invalid Suffix	Populate the Suffix field from the valid values list.
Suffix does not match existing record	When your file is compared to the records in the pension administration system (V3), the existing SSN / Suffix combination does not match the incoming SSN / Suffix combination. Confirm the record doesn't contain any typographical errors. If not changed, the record will be updated.
Street Address cannot be blank	Validate the school employees' address and input the information.
City cannot be blank	Validate the school employees' address and input the information.
Invalid City, State, Zip Code Combination	The City/Zip Code or the City/State/Zip Code or the State/Zip Code is not valid according to USPS. Confirm the school employee's address doesn't contain a typographical error.
State cannot be blank	Validate the school employees' address and input the information.
Zip cannot be blank	Validate the school employees' address and input the information.
Invalid Address	Change the word "and" to an ampersand sign "&". The system doesn't recognize "and" as valid record in Address 1, Address 2 and/ or Address 3.
The member's address matches an undeliverable address already on file.	The address in this record matches an invalid address PSERS already has on file for this school employee. Validate the school employees' address and input the information.
Day Phone must be 10 digits	The phone number must contain the area code and the standard 7 digits; without the dash.
Day Phone Extension must be numeric	The Extension must be 5 digits or less; if the extension you are inputting is greater than 5 digits, make the extension 00000.
Evening Phone must be 10 digits	The phone number must contain the area code and the standard 7 digits; without the dash.

<b>Message</b>	<b>Possible Action Required</b>
Evening Phone Extension must be numeric	The Extension must be 5 digits or less; if the extension you are inputting is greater than 5 digits, make the extension 00000.
Other # must be 10 digits	The phone number must contain the area code and the standard 7 digits, without the dash.
Fax must be 10 digits	The fax number must contain the area code and the standard 7 digits, without the dash.
Invalid E-mail. Email Address must contain @ symbol	The email address is missing the @ symbol. Validate the email address and correct the record.
Job Title cannot be blank	Input the Job Title. The file indicates this member is Active or requesting to waive PSERS Membership. You must have a Job Title.
Invalid Employment Type. Must equal "PT" or "FT"	Make sure the Employment Type field is not blank (null) or is equal to the valid value of "PT" or "FT". The Employment Type value must be set based on PSERS definition of part time and full time. For more information, see Chapters 2, 3, or 4.
Invalid Wage Type. Must equal "SA", "HR", or "PD"	Make sure the Wage Type field is not blank (null) or is equal to the valid value of "SA", "PD", or "HR". The Wage Type value must be set based on the school employee's contract. For more information, see Chapters 2, 3, or 4.
Invalid Work Status.	Make sure the Work Status field is not blank (null) or is equal to the valid value ACTIVE, ACTIVW, SABTLC, ACTMLC, SSLWCC, SSLSSC, STUDYC, EXCHGC, UNIONC, ACTMLN, SSLWCN, SSLSSN, STUDYN, EXCHGN, WKCMFN, LEAVEN, TRMNTN, or DECESD. The Wage Status value must be set based on the school employee's contract. For more information, see Chapter 4.
Invalid Work Status Start Date. Must be in MMDDYYYY format.	Make sure the Work Status Start Date field is not blank (null), doesn't contain all zeros, doesn't contain an invalid date format, or has less than 8 digits.
Work Status Start Date should not be earlier than July, 2004	Confirm the school employee's Work Status Start Date doesn't contain a typographical error.  If you are correcting a Contract Period prior to 07/01/2004, then contact ESC for assistance.
Start Date cannot be earlier than 07/01/2004. Please	Confirm the school employee's Work Status Start Date doesn't contain

<b>Message</b>	<b>Possible Action Required</b>
contact ESC for instructions if you need to enroll a member with a Start Date prior to 07/01/2004.	a typographical error.  If you are correcting a Contract Period prior to 07/01/2004, then contact ESC for assistance.
Invalid Work Status Start Date. Member must be greater than 10 years of age.	Confirm the school employee's Work Status Start Date or Birth Date doesn't contain a typographical error.  If the Start Date and Birth Date are correct, the school employee is too young to be enrolled.
Start Date cannot be more than 6 months in the future.	Confirm the school employee's Work Status Start Date doesn't contain a typographical error.  If the Start Date is correct, hold the Contract Record. PSERS will not accept a contract record Start Date that is greater than 6 months in the future.
Invalid Work Status End Date. Must be in MMDDYYYY format.	Make sure the Work Status End Date field is not blank (null), doesn't contain all zeros, doesn't contain an invalid date format, or has less than 8 digits.
The Work Status End Date must be greater than or equal to the Work Status Start Date.	Confirm the school employee's Work Status Start Date or End Date doesn't contain a typographical error.
Expected Months must be "9 - 12".	Make sure the Expected Months field is not blank (null) or is equal to the valid value of "9", "10", "11", or "12". The Expected Months field should be populated based on the position's full time equivalent. For more information, see Chapter 4.
Expected Units must be "180-275".	Make sure the Expected Units field is not blank (null) or is equal to the Expected Units for position's full time equivalent, not the days the school employee is working in the school year. For more information, see Chapter 4.
Expected Units must be "900" or greater.	Make sure the Expected Units field is not blank (null) or is equal to the Expected Units for position's full time equivalent, not the hours the school employee is working in the school year. For more information, see Chapter 4.
Expected Units must be "180" or greater.	Make sure the Expected Units field is not blank (null) or is equal to the Expected Units for position's full time equivalent, not the days the

<b>Message</b>	<b>Possible Action Required</b>
	school employee is working in the school year. For more information, see Chapter 4.
Expected Units should be "900-2,600".	Make sure the Expected Units field is not blank (null) or is equal to the Expected Units for position's full time equivalent, not the hours the school employee is working in the school year. For more information, see Chapter 4.
Expected Units should be "180-217".	Make sure the Expected Units field is not blank (null) or is equal to the Expected Units for position's full time equivalent, not the days the school employee is working in the school year. For more information, see Chapter 4.
Expected Units should be "200-230".	Make sure the Expected Units field is not blank (null) or is equal to the Expected Units for position's full time equivalent, not the days the school employee is working in the school year. For more information, see Chapter 4.
Expected Units should be "231-275".	Make sure the Expected Units field is not blank (null) or is equal to the Expected Units for position's full time equivalent, not the days the school employee is working in the school year. For more information, see Chapter 4.
Expected Units should be "900 – 1440"	Make sure the Expected Units field is not blank (null) or is equal to the Expected Units for position's full time equivalent, not the hours the school employee is working in the school year. For more information, see Chapter 4.
Expected Units should be "1000 – 1600"	Make sure the Expected Units field is not blank (null) or is equal to the Expected Units for position's full time equivalent, not the hours the school employee is working in the school year. For more information, see Chapter 4.
Expected Units should be "1100 – 1760"	Make sure the Expected Units field is not blank (null) or is equal to the Expected Units for position's full time equivalent, not the hours the school employee is working in the school year. For more information, see Chapter 4.
Expected Units should be "1200 – 2100"	Make sure the Expected Units field is not blank (null) or is equal to the Expected Units for position's full time equivalent, not the hours the school employee is working in the school year. For more information, see Chapter 4.

<b>Message</b>	<b>Possible Action Required</b>
Invalid Voting Status. Must be "Y" (Certified) or "N" (Non-Certified).	<p>Make sure the Voting Status field is not blank (null) or is equal to the valid value of "Y" or "N".</p> <ul style="list-style-type: none"> <li>• "Y" should be used when the position is 'Certified' by the Department of Education (do not use 'C').</li> <li>• "N" should be used when the position is '<u>NOT</u> Certified' by the Department of Education.</li> </ul> <p>For more information, see Chapter 4.</p>
Invalid BOC Flag. BOC Flag must equal "Y" or "N"	<p>Make sure the BOC Flag field is not blank (null) or is equal to the valid value of "Y" or "N". PSERS needs to know whether or not you need to report additional salary for this school employee after the termination month or month of death. For more information, see Chapter 4.</p>
Invalid BOC Flag. BOC Flag and Outstanding Service Flag mismatch.	<p>Make sure the BOC Flag field is not blank (null) or is equal to the valid value of "Y" or "N". PSERS needs to know whether or not you need to report additional salary for this school employee after the termination month or month of death. For more information, see Chapter 4.</p>
Invalid BOC/Svc End Date. Must be in MMYYYY format.	<p>Make sure the BOC/Svc End Date field is not blank (null), doesn't contain all zeros, doesn't contain an invalid date format, or has less than 6 digits.</p> <p>PSERS needs to know when this school employee's salary, contributions (if applicable), and service reporting will be completed. This date should represent the last Work Report in which this school employee will be present. For more information, see Chapter 4.</p>
BOC End Date cannot be more than 3 months in the future.	<p>It is understood by PSERS that some payroll systems collect and report service units (days and/or hours) at the end of the fiscal year in June for Salaried employees; however, PSERS needs the information to finalize retirement benefits for our members.</p> <p>The Balance of Contract (BOC) for both service and salary must be reported to PSERS within 3 months of the school employee's termination month.</p>
Invalid Outstanding Service Flag. Must equal "Y" or "N"	<p>Make sure the BOC Flag field is not blank (null) or is equal to the valid value of "Y" or "N". PSERS needs to know whether or not you need to report additional service units for this school employee after the termination month or month of death. For more information, see Chapter 4.</p>



<b>Message</b>	<b>Possible Action Required</b>
Invalid fiscal year. Must be in YYYY format.	<p>Make sure the Fiscal Year Ending (Year) field is not blank (null), doesn't contain all zeros, and contains 4 digits. The Fiscal Year must be greater than 1919 and less than or equal to the current Fiscal Year.</p> <p>PSERS needs to know to which fiscal (school) year the detail record being submitted for the school employee applies. The Year should represent the year the service was rendered, not the year the money was paid.</p>
Error - Invalid fiscal year. Fiscal year must be between 1919 and current fiscal year	<p>Make sure the Fiscal Year Ending (Year) field is not blank (null), doesn't contain all zeros, and contains 4 digits. The Fiscal Year must be greater than 1919 and less than or equal to the current Fiscal Year.</p> <p>A July Work History Adjustment when a July Work Report record has not been submitted would be an exception to the rule. If no Work Report has been submitted for the current fiscal year, then no adjustments can be made to the current fiscal year detail record.</p> <p>Example 1: If the Header Record is November 2013, then the Work History Adjustment Fiscal Year Detail Record can contain any fiscal year from 1920 to 2013.</p> <p>Example 2: If the Header Record is July 2013 and no July 2013 Work Report has been approved, then the Work History Adjustment Fiscal Year Detail Record can contain any Fiscal Year from 1920 to 2012.</p> <p>Example 3: If the Header Record is July 2013 and the July 2013 Work Report has been approved, then the Work History Adjustment Fiscal Year Detail Record can contain any Fiscal Year from 1920 to 2013.</p>
Invalid wage type. Must be in (SA, PD, HR).	<p>Make sure the Work Type field is not blank (null) or is equal to the valid value Salaried (SA), Per Diem (PD), or Hourly (HR). The Wage Type value must be set based on the school employee's contract. For more information, see Chapter 4.</p>
Wage Type does not match Contract Record	<p>Make sure the Work Type field is not blank (null) or is equal to the valid value Salaried (SA), Per Diem (PD), or Hourly (HR). The Wage Type value must be set based on the school employee's contract. For more information, see Chapter 4.</p>
Invalid work status	<p>Make sure the Work Status field is not blank (null) or is equal to the valid value ACTIVE, ACTIVW, SABTLC, ACTMLC, SSLWCC, SSLSSC, STUDYC, EXCHGC, UNIONC, ACTMLN, SSLWCN, SSLSSN, STUDYN,</p>

<b>Message</b>	<b>Possible Action Required</b>
	EXCHGN, WKCMPN, LEAVEN, TRMNTN, or DECESD. The Wage Status value must be set based on the school employee’s contract. For more information, see Chapter 4.
NOWORK is not a valid work status	<p>NOWORK is no longer a valid Work Status. If the school employee did not work during the Month/Year of the Work Report being submitted, delete the school employee from the record.</p> <p>Make sure the Work Status field is not blank (null) or is equal to the valid value ACTIVE, ACTIVW, SABTLC, ACTMLC, SSLWCC, SSLSSC, STUDYC, EXCHGC, UNIONC, ACTMLN, SSLWCN, SSLSSN, STUDYN, EXCHGN, WKCMPN, LEAVEN, TRMNTN, or DECESD. The Wage Status value must be set based on the school employee’s contract. For more information, see Chapter 4.</p>
Work Status does not match Contract Record	<p>The Work Status on the Work Report must match the Contract Record that you submitted for the time period being reported. There are four fields on the Work Report that <i>must match</i> the Contract Record on file to ensure accurate reporting for the school employee: Employer, Wage Type, Work Status, and Year. All Work Status Codes on the report must be within the Contract Record Start and End Date.</p> <p>Make sure the Work Status field is not blank (null) or is equal to the valid value ACTIVE, ACTIVW, SABTLC, ACTMLC, SSLWCC, SSLSSC, STUDYC, EXCHGC, UNIONC, ACTMLN, SSLWCN, SSLSSN, STUDYN, EXCHGN, WKCMPN, LEAVEN, TRMNTN, or DECESD. The Wage Status value must be set based on the school employee’s contract. For more information, see Chapter 4.</p>
Work Status does not match the Contract Record in effect for the Adjustment Period.	<p>The Work Status on the Work Report Adjustment must match the Contract Record that you submitted for the time period being reported. There are four fields on the Work Report Adjustment that <i>must match</i> the Contract Record on file to ensure accurate reporting for the school employee: Employer, Wage Type, Work Status, and Year. All Work Status Codes on the report must be within the Contract Record Start and End Date.</p> <p>Make sure the Work Status field is not blank (null) or is equal to the valid value ACTIVE, ACTIVW, SABTLC, ACTMLC, SSLWCC, SSLSSC, STUDYC, EXCHGC, UNIONC, ACTMLN, SSLWCN, SSLSSN, STUDYN, EXCHGN, WKCMPN, LEAVEN, TRMNTN, or DECESD. The Wage Status value must be set based on the school employee’s contract. For more</p>

<b>Message</b>	<b>Possible Action Required</b>
	information, see Chapter 4.
Report period is after BOC Service End date.	According to the BOC Service End Date you submitted for this school employee, PSERS is not expecting to be receiving any additional Work Reports. Confirm the information on the Work Report. If the information contained in the Work Report is correct, contact ESC for assistance.
Contact ESC when reporting after the BOC End date.	According to the BOC Service End Date you submitted for this school employee, PSERS is not expecting to be receiving any additional Work Reports. Confirm the information on the Work Report. If the information contained in the Work Report is correct, contact ESC for assistance.
ERROR-Active Waiver contract record cannot have Wages or Service	According to the Work Status on the Contract Record you submitted for this school employee, PSERS is not expecting to be receiving any Wages or Days or Hours. Confirm the information on the Work Report. If the information contained in the Work Report is correct, contact ESC for assistance.
Base, Supplemental, and WNC amounts cannot all equal zero if status is ACTIVE	According to the Work Status 'Active' on the Contract Record you submitted for this school employee, PSERS expects to be receiving Wages. Confirm the information on the Work Report. If the information contained in the Work Report is correct, contact ESC for assistance.
Error- Base amount cannot be zero if status is SABTLC	According to the Work Status SABTLC on the Contract Record you submitted for this school employee, PSERS expects to be receiving Wages in both the Base and URCC fields of the Work Report. Confirm the information on the Work Report. If the information contained in the Work Report is correct, contact ESC for assistance.
ERROR- Base and URCC amounts cannot both equal zero if status is <<code>>	According to the Work Status ACTMLC, EXCHGC, SSLSSC, SSLWCC, STUDYC, or UNIONC on the Contract Record you submitted for this school employee, PSERS expects to be receiving Wages in either the URCC field or both the Base and URCC fields of the Work Report. Confirm the information on the Work Report. If the information contained in the Work Report is correct, contact ESC for assistance.
ERROR- Maximum Base wages cannot exceed \$50,000.00 in any month	Confirm the school employee's Base Salary reported in the Work Report doesn't contain a typographical error. The reported amount cannot exceed \$50,000 per month.

<b>Message</b>	<b>Possible Action Required</b>
	Determine if the wages being reported are exactly retirement covered compensation or should be reported in the Non-Retirement Covered Compensation (NRCC) field. See Chapter 8: <i>Retirement Covered Compensation</i> for the definition.
ERROR- URCC amount cannot equal zero if status is SABTLC	<p>If you reported the Work Status of SABTLC on the Contract Record you submitted for this school employee, PSERS is expecting to be receiving Wages in both the Base and URCC fields of the Work Report.</p> <p>If you reported the Work Status of ACTMLC, EXCHGC, SSLSSC, SSLWCC, STUDYC, or UNIONC on the Contract Record you submitted for this school employee, PSERS expects to be receiving Wages in either the URCC field or both the Base and URCC fields of the Work Report.</p> <p>Confirm the information on the Work Report. If the information contained in the Work Report is correct, contact ESC for assistance.</p>
ERROR- Maximum URCC wages cannot exceed \$50,000.00 in any month	<p>Confirm the school employee's URCC Salary reported in the Work Report doesn't contain a typographical error. The reported amount cannot exceed \$50,000 per month.</p> <p>Determine if the wages being reported are exactly retirement covered compensation or should be reported in the Non-Retirement Covered Compensation (NRCC) field. See Chapter 8: <i>Retirement Covered Compensation</i> for the definition.</p>
ERROR - Overtime amount cannot be greater than zero if base is zero	The employee cannot work overtime without working the school employee's regular position. Determine if the wages being reported should be supplemental income rather than Overtime. If the overtime wages are correct, then the Base salary must be reported on this same record.
ERROR- Maximum overtime wages cannot exceed \$50,000.00 in any month	<p>Confirm the school employee's Overtime Salary reported in the Work Report doesn't contain a typographical error. The reported amount cannot exceed \$50,000 per month.</p> <p>Determine if the wages being reported are exactly retirement covered compensation or should be reported in the Non-Retirement Covered Compensation (NRCC) field. See Chapter 8: <i>Retirement Covered Compensation</i> for the definition.</p>
ERROR- Maximun supplemental wages cannot	Confirm the school employee's Supplemental Salary reported in the Work Report doesn't contain a typographical error. The reported

<b>Message</b>	<b>Possible Action Required</b>
exceed \$50,000.00 in any month	<p>amount cannot exceed \$50,000 per month.</p> <p>Determine if the wages being reported are exactly retirement covered compensation or should be reported in the Non-Retirement Covered Compensation (NRCC) field. See Chapter 8: <i>Retirement Covered Compensation</i> for the definition.</p>
Contributions cannot equal zero when an amount has been specified for Base, Supplemental, Overtime, or URCC.	<p>Wages were reported in the Base, URCC, OT, and/or SUP field(s) on the Work Report or Work Report Adjustment record. You must deduct retirement contributions from these wages.</p> <ul style="list-style-type: none"> <li>• If the wages being reported are not retirement covered compensation, then the wages should be reported in the NRCC field.</li> <li>• If the school employee is working part-time and has not met the minimum qualifications for PSERS membership, then you may choose not to withhold retirement contributions until the school employee qualifies for PSERS membership.</li> </ul> <p>See Chapter 2: <i>Membership – Mandatory, Optional, or Prohibited</i> for more information on qualification and Chapter 8: <i>Retirement Covered Compensation</i> for more information on eligible wages.</p>
Contribution rate should be << % >>	<p>According to the Member Contribution Rate (Rate) PSERS has on record for this school employee, the sum of the Base, URCC, OT, and SUP fields multiplied by the Rate does not equal the value reported in the Contributions field.</p> <p>Confirm your calculation. If your calculation is correct, contact ESC for assistance and to confirm the school employee’s Member Contribution Rate.</p>
Verify TF Contributions Recoupment	<p>When a school employee elects Class T-F, PSERS expects to receive additional Contributions to be reported while the employer is collecting the retroactive due amount. This warning is being presented so that you can confirm there is no calculation error and the difference between the PSERS calculation Member Savings (Contributions) and your reported contributions is correct.</p>
Invalid Reason Code	<p>The Reason Code on this record is not a valid PSERS Reason Code.</p> <p>Make sure the Reason Code field is not blank (null) or is equal to a valid value: SALARY, CNTRCT, LMPSUM, SVCADJ, LATRPT, MEMPOS,</p>

<b>Message</b>	<b>Possible Action Required</b>
	UNCRDT, or CAWARD. For more information, see Chapter 4.
Base, URCC, OT, SUP, CONTRIB, POS, EXSAL and NRCC must be zero if Reason code is UNCRDT.	<p>The Reason Code UNCRDT is used to report salary and service units (i.e., days and hours) for a previous fiscal year when the school employee was accidentally not reported to PSERS. PSERS will send both you and the school employee a Statement of Amount Due.</p> <p>If you are not making an adjustment for the above reason, contact ESC for assistance.</p> <p>Note: Only service (Days/ months) and WNC should be allowed for UNCRDT for all wage types.</p>
Wage Indicator and Contrib Withheld Flags both must be specified for Reason Code <<REASON CODE>>.	<p>Make sure the Wage Indicator field is not blank (null) or is equal to the valid value of "Y" or "N".</p> <p>Make sure the Contributions Withheld field is not blank (null) or is equal to the valid value of "Y" or "N".</p> <p>If you withheld contributions from the school employee's wages, contact ESC. You may need to make special arrangements for the billing or you may need to use a different Reason Code.</p> <p>For more information about the Wage Indicator, see Chapter 18: <i>File Formats</i> or Chapter 11: <i>Reporting – Work Report Adjustment</i>.</p> <p>Note: The Reason Code UNCRDT is used to report salary and service units (i.e., days and hours) for a previous fiscal year when the school employee was accidentally not reported to PSERS and no contributions were withheld from the earned salary. PSERS will send both you and the school employee a Statement of Amount Due.</p>
Error - Hours must be greater than zero if wage type is Hourly and either	When the Wage Type is equal to Hourly, you must report hours.
Warning - Max hours should not exceed 300 in any month	Confirm the school employee's hours reported in the Work Report don't contain a typographical error. The reported amount cannot exceed 300 hours per month.
Error - Days must be greater than zero if wage type is Per Diem	When the Wage Type is equal to Per Diem, you must report days.

<b>Message</b>	<b>Possible Action Required</b>
Error - Annual service must be reported in June	When the Wage Type is equal to Salaried, you must report days in the month of June if you haven't reported the service units throughout the fiscal (school) year.
Error - Days cannot be greater than 365	Confirm the school employee's days reported in the Work Report don't contain a typographical error. The reported amount cannot exceed 365 days per month.
Warning - verify days July - December work reports cannot report more than 130 days	Confirm the school employee's days reported in the Work Report don't contain a typographical error. The reported amount shouldn't exceed 130 days in a July through December Work Report month.
Warning - Verify Days; January - June work reports cannot report more than 280 days	Confirm the school employee's days reported in the Work Report don't contain a typographical error. The reported amount shouldn't exceed 280 days in a January through May Work Report month.
WNC amount cannot be zero if work status is <<Work Status>>  (Work Status Valid Values: ACTMLN, SSLWCN, SSLSSN, STUDYN, or EXCHGN)	According to the Work Status on the Contract Record you submitted for this school employee, PSERS expects to be receiving Wages in the WNC field of the Work Report. Confirm the information on the Work Report. If the information contained in the Work Report is correct, contact ESC for assistance.
WNC must equal zero for this leave status	According to the Work Status of LEAVEN or WKCPN on the Contract Record you submitted for this school employee, PSERS does not expect to be receiving Wages in the WNC field of the Work Report.  Confirm the information on the Work Report. This Administrative Leave type is not retirement covered compensation and may not be purchased when the school employee returns to an active contribution status with PSERS.  If the information contained in the Work Report is correct, contact ESC for assistance.
WNC amount must be zero for Full-time members	According to the Full-time Employment Type on the Contract Record you submitted for this school employee, you must withhold contributions from the school employee's salary/wages. The salary/wages needs to be reported in the Base or SUP fields on the Work Report.

<b>Message</b>	<b>Possible Action Required</b>
	Confirm the information on the Work Report. If the information contained in the Work Report is correct, contact ESC for assistance.
WNC amount must be zero for Salaried members	<p>According to the Salaried Wage Type on the Contract Record you submitted for this school employee, you must withhold contributions from the school employee's salary/wages. The salary/wages needs to be reported in the Base or SUP fields on the Work Report.</p> <p>Confirm the information on the Work Report. If the information contained in the Work Report is correct, contact ESC for assistance.</p>
Member is Qualified; begin withholding	<p>The school employee has met the minimum service requirements to be a member of PSERS. You must withhold contributions from the member's salary/wages. The deductions must begin within 2 months of the member's Qualification Month. The member's qualification is reported on the CROQ report.</p> <p>Begin withholding contributions on your next payroll cycle.</p>
Member is Qualified; WNC should not be reported	<p>The school employee has met the minimum service requirements to be a member of PSERS. You must withhold contributions from the member's salary/wages. The deductions must begin within 2 months of the member's Qualification Month. The member's qualification is reported on the CROQ report.</p> <p>At the present time, the error message is an exception, but PSERS is in the process of making this a fatal error rather than a warning. Begin withholding contributions on your next payroll cycle.</p>
Base, Supplemental, and WNC amounts cannot all be zero if status is ACTIVE and wage type is either Hourly or Per Diem	According to the Contract Record, this school employee has an ACTIVE Work Status with either an Hourly or Per Diem Wage Type. You must report the salary/wages earned by this school employee in one of the following wage fields: Base, SUP, or WNC.
<p>Base, Supplemental, URCC and WNC amounts cannot all be zero if status is &lt;&lt;Work Status&gt;&gt; and wage type is either Hourly or Per Diem</p> <p>(Work Status Valid Values: ACTMLC, EXCHGC, STUDYC,</p>	According to the Work Status on the Contract Record for this school employee and the Wage Type of Hourly or Per Diem. You must report the salary/wages earned by this school employee in one of the following wage fields: Base, SUP, URCC, or WNC.



<b>Message</b>	<b>Possible Action Required</b>
SSLSSC, SSLWCC, SABTLC, UNIONC, TRMNTN, or DECESD)	
Error - Maximum wages w/o contributions cannot exceed \$50,000.00 in any month.	<p>Confirm the school employee's WNC (Wages No Contributions) reported in the Work Report doesn't contain a typographical error. The reported amount cannot exceed \$50,000 per month.</p> <p>Determine if the wages being reported are exactly retirement covered compensation or should be reported in the Non-Retirement Covered Compensation (NRCC) field. See Chapter 8: <i>Retirement Covered Compensation</i> for the definition.</p>
<p>Negative member POS [-NNN] amount.</p> <p>Note: Here NNN is the amount displayed in the POS field.</p>	The Purchase of Service Installment amount must be positive when reported in a Work Report. Confirm the Work Report doesn't contain a typographical error. If the amount is to remain a negative, then delete the value for the Work Report and submit a Work Report Adjustment to report the negative purchase of service installment.
The member POS installment cannot be blank.	When reporting a Work Report Adjustment with the Reason Code of 'MEMPOS', you must report either a positive or negative purchase of service installment amount.
Member has no POS balance due, MEMPOS must be zero.	According to PSERS records, the member doesn't have any purchase of service debts. Confirm the MEMPOS reported doesn't contain any typographical errors. If the information contained in the Work Report is correct, contact ESC for assistance.
Member has no POS balance due; MEMPOS can't be greater than zero.	According to PSERS records, the member doesn't have any purchase of service debts. Confirm the MEMPOS reported doesn't contain any typographical errors. If the information contained in the Work Report is correct, contact ESC for assistance.