Finding Outstanding Work Orders:

Locating Initial (Parent) Work Orders or Exception (Child) Work Orders

1) At the time the exception work order is created, it can be seen on the Work Order Detail screen.

2) Each time the user logs in to the landing page the outstanding work orders (parent or child) will be listed as "Exception" and "In Process", as seen below.

3) Employers can also get a summary report of all outstanding work orders by selecting the "Financial Snapshot."

Id	Work Order Description		Frequency	Participants	Total Saved	Date Saved	Past Due	Status	Required Action
31904	625010 PSERS 15-May-2020 TwiceAMonth		TwiceAMonth				70 days	New	Begin Entry

Entry (14 Total – View All)

Id	Work Order Description	Frequency	Participants	Total Saved	Date Saved	Past Due	Status	Required Action
8631	625010 PSERS 15-Oct-2019 TwiceAMonth - Exception	TwiceAMonth	1	$0.00		281 days	In Process	Edit Data
8628	625010 PSERS 30-Sep-2019 TwiceAMonth - Exception	TwiceAMonth	1	$0.00		281 days	In Process	Edit Data
28115	625010 PSERS 15-Nov-2019 TwiceAMonth - Exception	TwiceAMonth	3	$0.00		113 days	In Process	Edit Data
28114	625010 PSERS 31-Oct-2019 TwiceAMonth - Exception	TwiceAMonth	2	$0.00		113 days	In Process	Edit Data
28113	625010 PSERS 15-Dec-2019 TwiceAMonth - Exception	TwiceAMonth	1	$0.00		113 days	In Process	Edit Data
28112	625010 PSERS 31-Dec-2019 TwiceAMonth - Exception	TwiceAMonth	10	$493.38		113 days	In Process	Edit Data
28111	625010 PSERS 15-Jan-2020 TwiceAMonth - Exception	TwiceAMonth	3	$0.00		113 days	In Process	Edit Data
28110	625010 PSERS 15-Feb-2020 TwiceAMonth - Exception	TwiceAMonth	3	$0.00		113 days	In Process	Edit Data
28108	625010 PSERS 29-Feb-2020 TwiceAMonth - Exception	TwiceAMonth	3	$0.00		113 days	In Process	Edit Data
28107	625010 PSERS 15-Mar-2020 TwiceAMonth - Exception	TwiceAMonth	2	$0.00		113 days	In Process	Edit Data

Errors (4 Total)

Id	Work Order Description	Frequency	Participants	Total Saved	Date Saved	Past Due	Status	Required Action
8627	625010 PSERS 15-Sep-2019 TwiceAMonth - Exception	TwiceAMonth	1	$0.00		281 days	Errors Found	Correct Errors
21899	625010 PSERS 31-Jan-2020 TwiceAMonth - Exception	TwiceAMonth	14	$1,282.93		176 days	Errors Found	Correct Errors
28106	625010 PSERS 31-Mar-2020 TwiceAMonth - Exception	TwiceAMonth	15	$971.55		113 days	Errors Found	Correct Errors
28912	625010 PSERS 15-Apr-2020 TwiceAMonth	TwiceAMonth	0	($871.51)		99 days	Errors Found	Correct Errors

Complete (5 Total)

Id	Work Order Description	Frequency	Participants	Total Submitted	Date Submitted	Required Action
33557	625010 PSERS 31-May-2020 TwiceAMonth	TwiceAMonth	15	$1,179.76	6/9/2020	--

Late Contribution Notification Email to Employers and PSERS

Subject Line:
Notice regarding your outstanding work orders. Do not respond to this email.

E-mail Content:
PSERS Defined Contribution Plan Employer,

Our records indicate that you have outstanding work orders that need to be processed at Voya for your PSERS employees. This may represent an initial work order or an exception work order. Please process this contribution file or notify Voya to have this file deleted.

Please find attached list of all outstanding payroll work orders.

PSERS reconciles against your DC reporting, and this could result in penalties being assessed if reporting is not handled properly and timely.

More information on exception work orders can be found on the PSERS website (Employers > DC Plan/Voya Resources) in the Voya Data Gateway User Guide and the Exception Work Order Guide.

This is sent from an unmonitored account so please do not respond to this email.

Note: If there are no active employees in the plan for an employer, please contact the Voya Employer Help Line at (877) 806-5652 or ID-PSERSS@VOYA.COM to delete the outstanding work orders. Voya can also turn "off" the recurring nature of the work orders so that no new work orders are created.

Instructions for Utilizing an Exception Work Order

Exception Work Order

As an alternative to immediate error correction, records with errors can be moved to an exception work order for correction at a later time.

Screen Options

- Click **Cancel** to return to the landing screen without saving the data currently entered
- Click **View All Participants** to display a view of all the work order data
- Check the **Move Exception** checkbox to identify individual participants who will be moved to an *Exception Work Order* when Move Exceptions (below) is selected. If the checkbox is de-selected, the participant will not be moved to an *Exception Work Order.*
- Click **Move Exceptions** to move the checked participants to a separate work order for exception processing. This option will be used when the errors that occurred require additional research, but you would like the remaining participants to be processed.
- Click **Move All Exceptions** to gather all participants with exceptions into an *Exception Work Order* without having first to select them individually. Selecting this option will not exclude any participant with an error. You will be asked to confirm the command and to document the reason for its use.
- Click **Save** to store the currently entered data into the Voya Data Gateway database allowing for completion at a later time.
- Click **Complete** to store the data into the Voya Data Gateway database and request that the data be validated. A *Summary* screen will be displayed containing financial field totals

1. Select the **Move Exception** checkbox for all records you wish to include in an exception work order. Click **Move Exceptions.**

2. You will see a *Confirm* screen similar to the one below asking if you wish to proceed. Click **OK.**

3. You will see a *Move Exceptions* screen. Input a reason for moving the record(s) to an exception work order. Click **OK**.

4. If all records were moved to an exception work order, you should see no participant validation messages. Click **Complete**.

Client Select / Dashboard / **Work Order Details** / Correct Errors

Initializing → Entry → Validating → **Errors** → Funding → Co

Work Order: Exception work order example

Work Order Validation Messages

Participant Validation Messages

Filter on | Error Level ▼ | All | Search | Reset

There are no validation messages to display.

Cancel | Complete

5. You will see the *Summary* screen. Validate the information is correct and click **Submit**.

Client Select / Dashboard / **Work Order Details** / View Work Order Summary

Initializing → Entry → Validating → **Errors** → Funding → Complete

Work Order: Exception work order example
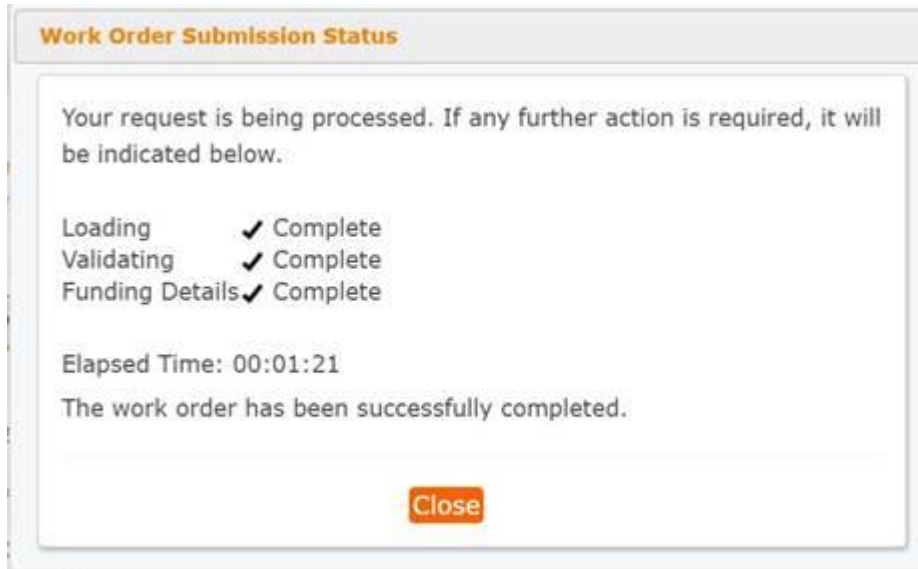
Work Order Messages ⌄

Summary

Please verify the information displayed below. If it is correct, click Submit to complete the work order. You may click the Back button to continue making changes, or click Cancel to return to Work Order Browse.

Financial Summary		Non-Financial Summary	
After-Tax	$69.73	Participant Count	8
TOTAL	$69.73	RCC paid this period	$13,050.00
		RCC less pick-ups	$12,749.57
		URCC	$1,500.00

Back | Cancel | Submit

6. You will see a screen similar to the one below. Click **Close**. You will see the *Summary* screen.

Work Order Submission Status

Your request is being processed. If any further action is required, it will be indicated below.

Loading   ✓ Complete
Validating   ✓ Complete
Funding Details ✓ Complete

Elapsed Time: 00:01:21
The work order has been successfully completed.

Close

7. Click **View Work Order Detail.**

Client Select / Dashboard / **Work Order Details** / View Work Order Summary

Initializing ➤ Entry ➤ Validating ➤ Errors ➤ Funding ➤ Complete

Work Order: Exception work order example

Summary

Financial Summary		Non-Financial Summary	
After-Tax	$69.73	Participant Count	8
TOTAL	$69.73	RCC paid this period	$13,050.00
		RCC less pick-ups	$12,749.57
		URCC	$1,500.00

Your request has been successfully processed. Please check the Work Order Detail screen to see the status of your request.

View Work Order Detail

An exception work order description is the same as the parent work order with "-Exception" at the end of the description.

Exception work orders will need to be processed using the *Manually Populate Work Order* method. For more information, refer to that section of the guide.

Note: The due date of this work order will be the same as the parent work order from which it was created.
This exception work order is considered outstanding until processed. Work orders will be considered late if not processed by the stock market close on your payroll due date (4:00 p.m. EST unless there is an early market close).

8. Click on the link under *Child Work Order*. You will see the *Work Order Detail* for the exception work order.

9. Click **Edit Data** under *Available Actions*. You will see the *Enter Data* screen.

Follow the process beginning with step 2 under the *Manually Populate Work Order* section of the guide.