



# 2022 Voya Data Gateway Training Questions

## Correcting and Changing Dates

**1. My dates covered for the automatically loaded work detail reports are wrong. My due dates are correct. This causes questions with PSERS. Do you have any suggestions?**

The Employer would want to complete the [Authorization Agreement for ACH Debit and Payroll Reporting Form](#) to update the payroll schedule. You can find the form at [psers.pa.gov](https://psers.pa.gov) by going to *Employers > Employer Forms*.

**2. How do I change the dates on the pre-populated work orders?**

For a single work order, you should select *Change Due Date* from the Actions drop-down menu to the right of each new work order. If the dates are always incorrect, you will want to complete the Authorization Agreement for ACH Debit and Payroll Reporting Form to correct the schedule going forward.

## After-Tax Contributions

**1. If an employee wants to increase an After-Tax Contribution, is there a form required?**

No, employees have the option to change their After-Tax Contribution (ATC) at any time. Changes to the ATC percentage can be made by the employee in their DC account online by going through their PSERS MSS account to the Voya Participant Website, through the Voya Participant Website directly, using the Voya Retire mobile app, or by calling *1.833.432.6627 (1.833.4DC.MMBR)*.

**2. How do I know what the After-Tax Contribution rate is?**

Employers are notified of changes to ATC rates, class elections, members who have waived membership, and member qualification through the CROQ (Changes in Rate or class/Obtaining Qualification) report. The report provides updated information on a weekly basis. If an employee changes their rate multiple times within a week, the last transmitted rate shown on the CROQ report should be used when reporting to Voya.

## Retirement Covered Compensation

**1. Under Compensation, what's the acronym RCC stand for?**

RCC stands for Retirement-Covered Compensation. RCC are qualified earnings such as: regular salary and wages, overtime, extracurricular activities, and payment of sick and personal leave that is used during employment. All other earnings, such as lump sum payouts for sick, vacation, or personal leave, severance payments, underwritten insurance costs, and any inducement to retire from an employer are

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Non-Retirement Covered Compensation (NRCC) or unqualified earnings. RCC is the eligible amount for PSERS DC Plan contributions. The Voya Data Gateway does not validate the RCC wages. Employers should verify that wages are RCC in the Employer Reference Manual if they are unsure if a payment is eligible.

## **2. Are RCC less pick-ups required to be completed when filing for each employee contributing?**

Yes. This is required for each participant. RCC less pick-ups are used by PSERS and Voya for more than just participant contributions.

### **Reporting to Voya**

#### **1. Why does that information only get updated once a week to Voya? Can it be done twice a week instead? Is there a way to make this request?**

No, at this time system capabilities only allow for weekly transfers.

#### **2. What should I check if I get a “participant not on file” error?**

Verify the employee is a qualified member and that you are reporting the member in the correct membership class. Check the Roster Page in ESS to verify if DC contributions are required.

If the employee is a part time hourly or per diem employee that has never qualified for membership from any previous school employment, the employee must meet service requirements of 500 hours or 80 days within a fiscal year to become a qualified PSERS member. These employees will appear on the CROQ report upon reaching qualification. Do not withhold DC contributions or report these part time employees until they appear on the CROQ report.

**NOTE:** If an employee was a qualified member prior to becoming an employee with your district, they will not appear on the CROQ report. Employers should review membership class and qualification after entering new hire contract records and prior to withholding contributions.

#### **3. Is there a way for us to see if an employee is in the Voya system other than trying to submit the exception report and get the “participant not on file” error?**

No. To determine if your employee is on file with Voya, you must first know if they are qualified. New Hire Employees are reported to Voya based on contract start date or the date of entry into the system, whichever happens later.

If a contract is entered early, the participant record will be created by Voya the Monday after the start date of the contract. If a contract is entered after the date an employee starts, the participant record will be created by Voya the following Monday.

If an employee appears on the CROQ report, reporting may begin.

**NOTE:** Please do not report newly qualified employees until the employee appears on the CROQ report.

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## CROQ Report

### 1. How can I access the CROQ report?

The CROQ report runs each Monday and can be found under the Documents tab, or the report can be generated using the Reports page in ESS. A report for your school will only be available if there are changes that week. Smaller employers may not have reports every week if no changes occur.

## Miscellaneous Reporting

### 1. We have employees that receive two checks within a pay period. I entered a double entry to reflect 2 pay checks but the system gave me an error message. The system would then not allow me to delete the second entry. Can multiple entries be submitted for a single pay period?

No, You would have to create a manual work order for each paycheck or manually combine the two checks into one total for reporting for the week.

### 2. Do you use the remove feature if you have an employee that has left the company and will not have any more wages?

If the participant will not receive additional wages, you can remove their Social Security number and dollar amount manually or drop them off the file if you upload.

### 3. How do I access a confirmation of a previous work order upload? I normally print these but was unable to for my last payroll.

Go to the Actions drop down menu to the right of the submitted work order and choose *View Data* for a breakdown by employee or *Download Payroll Adj Report* for a summary total.

## Additional DC Plan Resources

### Voya PSERS Employer Help Line: 1.877.806.5652

The Voya PSERS Employer Help Line routes calls to the Payroll Processing Operations Team for assistance with payroll uploads. If you have to leave a message due to high call volume, you will receive a call back within 24 hours.

### Voya PSERS Employer Payroll Email: *ID-PSERSS@voya.com*

The Voya PSERS Employee Payroll Email routes emails to the Payroll Processing Operations Team. Please reference your PSERS four-digit Employer Code and question topic in the Subject line.

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## DB Plan Assistance

### **PSERS Employer Service Center:** *1.866.353.1844*

The PSERS Employer Service Center is available from Monday to Friday between 8:00 a.m. – 4:00 p.m. ET and can assist with DB reporting and general DC items such as assisting you with entering or correcting contract records, explaining CROQ report notifications and actions that need to be taken depending on membership class.

### **Participant Account Review (PAR) Unit:** *RA-PSPARUNIT@pa.gov*

The Participant Account Review Unit can review information reported to the DC Plan and compare it to the information reported on PSERS work reports on a specific member level, communicate to employers DC information that may be missing entirely or incomplete, and provide guidance to employers and/or Voya for making appropriate participant account corrections for DC reporting.

### **Employer Accounting Unit:** *RA-PSEMPACCT@pa.gov*

The PSERS Employer Accounting Unit can assist with general payment and account transaction questions and all questions about PNC's Cash Concentration system, including password resets and bank account updates.

## Questions?

If you have any additional Voya Data Gateway or PSERS DC Plan payroll upload questions, please email [ID-PSESS@voya.com](mailto:ID-PSESS@voya.com) and reference your PSERS four-digit Employer Code and question topic in the Subject line. You can also call the Voya Employer Payroll Help Line at *1.877.806.5652* weekdays from 9:00 a.m. – 5:00 p.m.

With PSERS, you're on your way!

