

PSERS

Voya Data Gateway

Payroll Processing Updates

Beginning September 11, 2020, the following change has been made to improve accuracy when submitting your payroll file to the PSERS Defined Contribution (DC) Plan.

Submit multiple payroll dates on separate work orders

Users will no longer be able to submit multiple payroll dates in a single work order. Separate work orders for each payroll date must be created. The Voya Data Gateway cannot distinguish between multiple payroll date transactions, which causes reconciliation issues. Multiple payroll dates can be submitted on the same day but they must be on separate work orders. Users will now receive the error “The File Cannot Have Different Pay Dates” if an attempt is made to upload multiple payroll dates in a single work order.

Example 1

The current deferral is \$100 but -\$20 is due back to a participant from an overage on a previous work order. Please enter \$80 for the participant and the adjusted compensation on the current work order to correct the account.

Example 2

The current deferral is \$100 but -\$200 is due back to participant from overage on previous work order. Please enter -\$100 for the participant and the adjusted compensation on the current work order to correct the account.

Example 3

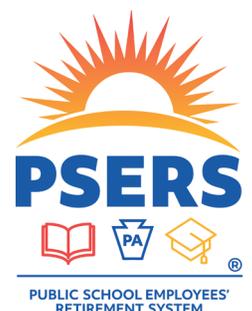
An employer has realized that wages/contributions for a participant were not recorded for a previous pay date. Please create a new work order to submit the missed payroll information for that participant with the missed pay date.

REMINDER - Submit one line item per social security number (SSN) per work order

Users should not submit multiple line items for one SSN in a single work order. The Voya Data Gateway cannot accurately identify the correct Retirement Covered Compensation (RCC) amount if multiple line items are submitted in one work order for one SSN. This will cause reconciliation issues for your work order. If users have a negative adjustment to process for a participant, they will need to net the total and enter the net total on one line item under one payroll date so that the work order is a positive amount.

Questions?

If you have any questions, please email ID-PSERSS@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!