
Voya Data Gateway

USER GUIDE



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Document Information

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General Payroll Information

Standard Contribution Guidelines

- For the purposes of this guide:
 - Work Order = Contribution File
 - Pay Date = Due Date
- A work order in good order (IGO) is defined as follows:
 - Work order is received
 - Any errors on the work order have been corrected before processing
 - Work order reconciles to funding received
- Market Close = 4:00 p.m. EST
- Work orders in good order (IGO) that are submitted before due date or on due date by market close will process on due date.
- Work orders in good order (IGO) that are submitted after market close on due date will process the next business day.
- Work orders in good order (IGO) that are submitted after due date will process that business day if submitted before market close or the next business day if after market close, weekend or a stock market holiday.

Contribution Funding

- Work orders will be funded via Voya-initiated ACH debit.
 - The ACH request will be sent to your bank on when the work order is processed (the due date if you process on time or later if you process after the due date).
- If an ACH debit transaction fails due to insufficient funding, Voya will notify the employer, according to the contact information on file, and PSERS.
- Voya can initiate another ACH debit after confirmation from the employer that the funds will be available in the account.
- If funding is not secured within five (5) business days, the work order will be reversed and the employer will be responsible for any associated loss.

Employer Banking Information/Payroll Schedule Updates

- Download the *Authorization Agreement for ACH Debit and Payroll Reporting Form* from <https://www.psers.pa.gov/FPP/Forms/Pages/EmployerForms.aspx>
- Fax the signed, completed form to Voya at (844) 294-2820.
- Please allow a minimum of five (5) business days for processing of ACH change.
- Payroll frequency changes can take up to 2 payroll cycles for the new reoccurring work order to be updated.
- Note: If you will not be submitting work orders over the summer break, use this form to notify Voya prior to the break. Voya Data Gateway will be updated so your next work order is created for the first pay cycle in the fall.

Questions for Voya

Questions can be directed to the Voya Employer Help Line/Voya Payroll Team/Voya Financial Application Support Team:

- Payroll Team Email: ID-PSERSS@voya.com
 - Please reference your 4-digit Employer Code in the subject line.
- Employer Payroll Help Line: **(877) 806-5652**
 - Monday through Friday 9:00 a.m. – 5:00 p.m. EST
- For password resets, please call the Voya Financial Application Support Team at **(877) 214-1516**.

Additional information on who to contact: [Contact the right group for your DC Plan questions.pdf \(pa.gov\)](#)

PSERS New Member Demographic, Contract Information, & CROQ Report

To contribute to the DC component of the membership class, an employee must reach qualification for PSERS membership. Voya will receive new member information from PSERS weekly and will subsequently establish the participant's account on the Voya system. It is important that employers provide PSERS new employee demographic and contract information as soon as possible.

Please check your PSERS CROQ report weekly for changes in membership class, contribution rates, and/or qualification status, including waiving membership. Contact your PSERS ESC representative for more information about accessing the CROQ report.

Please see **Appendix I** for refresher slides on:

- Membership Eligibility
- Part-time Qualification
- Identifying Membership Classes

Voya Data Gateway Overview

Voya Data Gateway is a payroll contribution processing tool available through Voya's Sponsor Web application. This electronic interface automatically reconciles the data you provide to Voya with its recordkeeping system, giving you complete control over payroll processing accuracy.

Features

Voya Data Gateway allows for processing of payroll activities. Each occurrence of an activity is known as a work order, which flows through a variety of statuses as it moves from initiation to posting on the record keeping system or another completion step. All work orders are tracked within Voya Data Gateway and share some standard processing steps:

- **Data Collection** – Voya Data Gateway allows collection of work order data through electronic files and through a set of online data entry screens. The various methods for collecting data are detailed within this document under the *Work Order Processing* section. The objective of the collection component is to efficiently get the data into the system through the available tools.
- **Error Validation** – Work orders that successfully complete the collection process will advance to use of Voya Data Gateway's multiple tools available for error validation. The validation processes are designed to ensure the data that was collected is acceptable or 'in good order.' In the event Voya Data Gateway discovers problems during its validation processes, the validation components provide for efficient correction of the problems. The methods for correcting problems encountered during validation are contained within this document under the *Error Validation* section.
- **Post to Recordkeeping System** – Voya Data Gateway loads transactions to the record keeping system for processing after they have been deemed in good order and completed the funding approval process. Voya Data Gateway also simulates transactions to the record keeping system for trial posting during validations.

Voya Data Gateway will enable you to perform the following functions:

- Fulfill scheduled work orders by uploading payroll files.
- Input contribution data for an unscheduled work order.
 - This function may be used for single check runs or miscellaneous unit pay situations.
- Funding will be via the ACH debit method from the employer's banking information on file with Voya.

Hours of Availability

Voya Data Gateway is available during the same hours Voya Sponsor Web is available. Sponsor Web will be unavailable due to routine systems maintenance on Sundays from 6:00 a.m. to 9:00 a.m. EST.

Sponsor Web and Voya Data Gateway Access

Initial Registration Process

The following steps detail how to proceed through the initial registration process and establish a profile for Sponsor Web before you can access Voya Data Gateway.

1. **Complete the PSERS Employer Reporting Systems User Access Form (PSRS-1270) to request access to Sponsor Web and Voya Data Gateway.** If requesting access for multiple schools, please indicate all employer codes needed on the form. Voya will establish access within 5-7 business days of receipt of the form in good order.
 - PSERS Employer Reporting Systems User Access Form (PSRS-1270) will also be used to deactivate a User ID. Since Voya Data Gateway allows access to sensitive data, it is important for you to complete this form as soon as possible if a User ID for a terminated employee must be deactivated.
2. **Watch for two registration emails from Voya Sponsor Web:** One will contain a registration link and the other will contain a registration code. Click on the link and type the registration code when prompted.
3. **Choose a User ID and Password:**
 - User IDs must be 6 characters long
 - Passwords must be at least 8 characters long and contain an upper-case letter, a lower-case letter, and a number
 - Note: Passwords are case-sensitive
4. **Set up your security code delivery options.** Your initial code will be delivered via email, but you may also set up delivery via SMS/text message or Mobile App. You will need to enter a security code if you access the site with a new computer, a new browser, or if you need to reset your User ID or password.
5. **Register your computer (optional).** Registering your computer or device allows you to bypass security code entry when accessing the site and only the User ID and password will be needed for access. Otherwise, you will be prompted to request and input a security code each time you log in.

Sponsor Web Logon

This section describes how you will access Sponsor Web after the Initial Registration Process has been completed and a User ID and password have been established. Voya Data Gateway is a function of Sponsor Web and requires that you log into this application first.

1. Go to <https://sponsor.voya.com> to access the Sponsor Web login page.

VOYA
FINANCIAL

Welcome to Sponsor Web

User ID
Forgot your User ID?

Password
Forgot your Password?

Go

New to the Sponsor Site?
Help | Contact Us

Please contact the plan administrator at your organization to begin the registration process. If you are the plan administrator, or if there is no designated plan administrator at your organization, please contact your Voya Plan Manager.

For password resets, please call the Voya Financial Application Support Team at (877) 214-1516.

Insurance products, annuities and funding agreements are issued by Voya Retirement Insurance and Annuity Company ("VRIAC"), Windsor, CT. VRIAC is solely responsible for its own financial condition and contractual obligations. Plan administrative services provided by VRIAC or Voya Institutional Plan Services LLC ("VIPS"). VIPS does not engage in the sale or solicitation of securities. All companies are members of the Voya family of companies. Securities distributed by Voya Financial Partners LLC (member SIPC) or third parties with which it has a selling agreement. All products and services may not be available in all states.

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2. Enter your User ID and password and click **Go** to continue.

Note: Sponsor Web User IDs cannot be shared between users. Each user needs his/her own unique User ID and password.

Note: If you are logging in from a non-registered device, you will also be prompted to enter a one-time passcode and asked to register the device before entering the site. The one-time passcode will be delivered to the email address, SMS/text message or Mobile App associated with the User ID entered.

3. If you have permission to access more than one PSERS employer, you will see the Select a Company Code screen. You can select any of the employers listed and click **Continue**.

Note: Voya Data Gateway will enable you to access all of your affiliated employers. Access is not limited to the employer selected on the Select a Company Code screen on Sponsor Web.



VOYA
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Welcome to Sponsor Web

Select a Company Code

☐ TEST LOCATION NAME 9982

☐ TEST LOCATION NAME 9983

Continue

Voya® Sponsor Web

Insurance products, annuities and funding agreements are issued by Voya Retirement Insurance and Annuity Company ("VRIAC"), Windsor, CT. VRIAC is solely responsible for its own financial condition and contractual obligations. Plan administrative services provided by VRIAC or Voya Institutional Plan Services LLC ("VIPS"). VIPS does not engage in the sale or solicitation of securities. All companies are members of the Voya family of companies. Securities distributed by Voya Financial Partners LLC (member SIPC) or third parties with which it has a selling agreement. All products and services may not be available in all states.

- Next you will see the Sponsor Web home page. Click on the **Plan Name** link.

Plan Info ▾ Participant Info ▾ Reports Processing Center ▾ Resources & Forms ▾

PSERS School Employees': 625010

As of September 6, 2022 | Your Last Log In: January 19, 2022

[Go to Plan Summary](#)
[Customize Your Experience](#)
[Show Announcement](#)

Participant Search

Participant Name ▾

First Name Last Name

Search

Favorite Reports

You currently have no Favorite Reports selected. To setup your Favorite Reports, go to the [Reports Center](#).

Recent Activity

	Total Amount
Contributions	\$345.36
Pay Period End: 09/08/2022	
AUGUST 2022	
Rollovers In	\$62,473.62
4 Participants	
Distributions	\$406,939.34
433 Participants	

Plan Health

Average Replacement Income

62%

Average % Deferral [6%](#)

Investment Diversification [100%](#)

Take Me To...

[Voya Data Gateway™ Workspace](#)
[On Demand Reporting](#)
[Standard Reports](#)
[Plan Activity History](#)
[Plan Activity Summary](#)
[Plan Activity Balance Summary](#)
[View More Quick Links](#)

News & Resources

Jul 22, 2022
Required account maintenance
[Please note that access to your account will be unavailable from 11:59 p.m....](#)

Jul 15, 2021
DOL cybersecurity for plan sponsors
[Review best practices for plan sponsors](#)

[View More News](#)
[Go to Voya Insights](#)

Plan List

Plan Name	Plan Number	Participants with a Balance	Total Balance	YTD Contributions
PSERS School Employees'	625010	54,137	\$104,182,332.80	\$43,956,911.83
Total Relationship		54,137	\$104,182,332.80	\$43,956,911.83

[View All Participants](#)

5. Next you will see the *Plan Summary* dashboard.

Plan Summary

PSERS School Employees': 625010

As of September 6, 2022

[View All Participants](#)

[Print](#)

Balance Information

Balance	\$104,182,321.54
<hr/>	
Total Balance	\$104,182,321.54

Balance By Source

Mandatory Employee Contrib	\$54,102,776.73	(51.93%)
Employer Contributions	\$45,360,621.26	(43.54%)
Mandatory Employee Contrib	\$2,090,947.60	(2.01%)
Remaining Sources	\$2,627,975.95	(2.52%)

More Info: [Source](#) | [Investments](#) | [Asset Class](#)

Participant Search

Participant Name

First NameLast Name

Search

Recent Activity

	Total Amount
Contributions	\$345.36
Pay Period End: 09/08/2022	
<hr/>	
AUGUST 2022	Total Amount
Rollovers In	\$62,473.62
4 Participants	
Distributions	\$406,939.34
433 Participants	

Plan Information

Address	5 N 5th Street Harrisburg PA
Plan Type	Other Defined Contribution
Total Participants	54,137

[View All Participants](#)

Take Me To...

[Voya Data Gateway™](#)

[Plan Activity History](#)

[Workspace](#)

[Plan Activity Balance Summary](#)

[On Demand Reporting](#)

[Standard Reports](#)

Plan Details

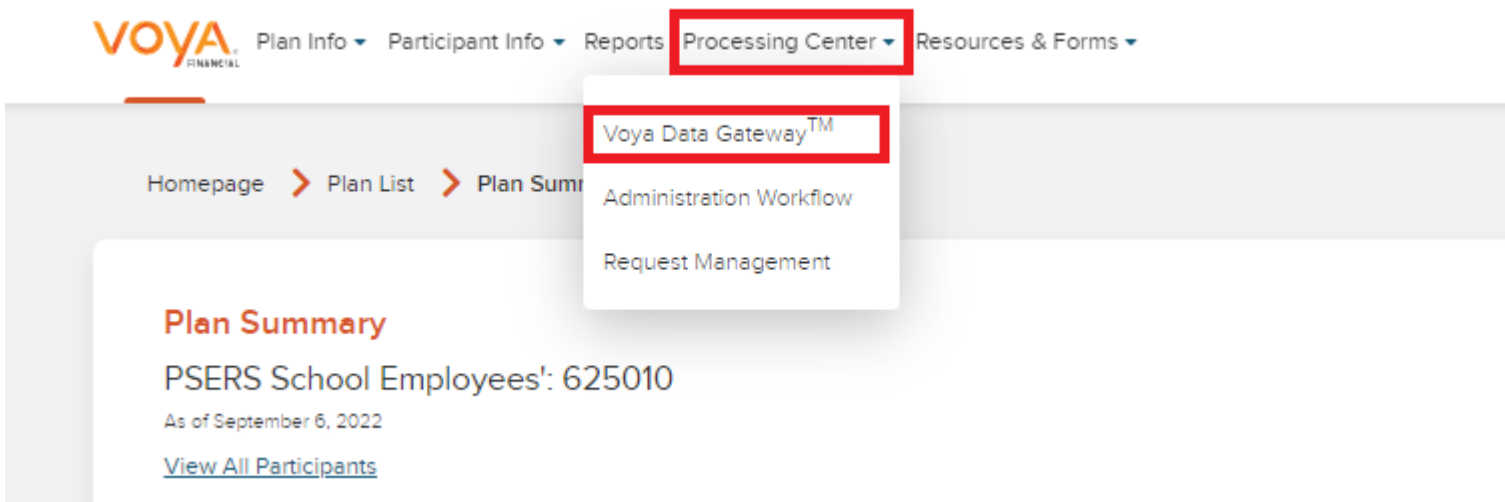
Contribution Rate Change	Offered
SDBA	Not Offered
Loans Allowed	No

[View All Plan Details](#)

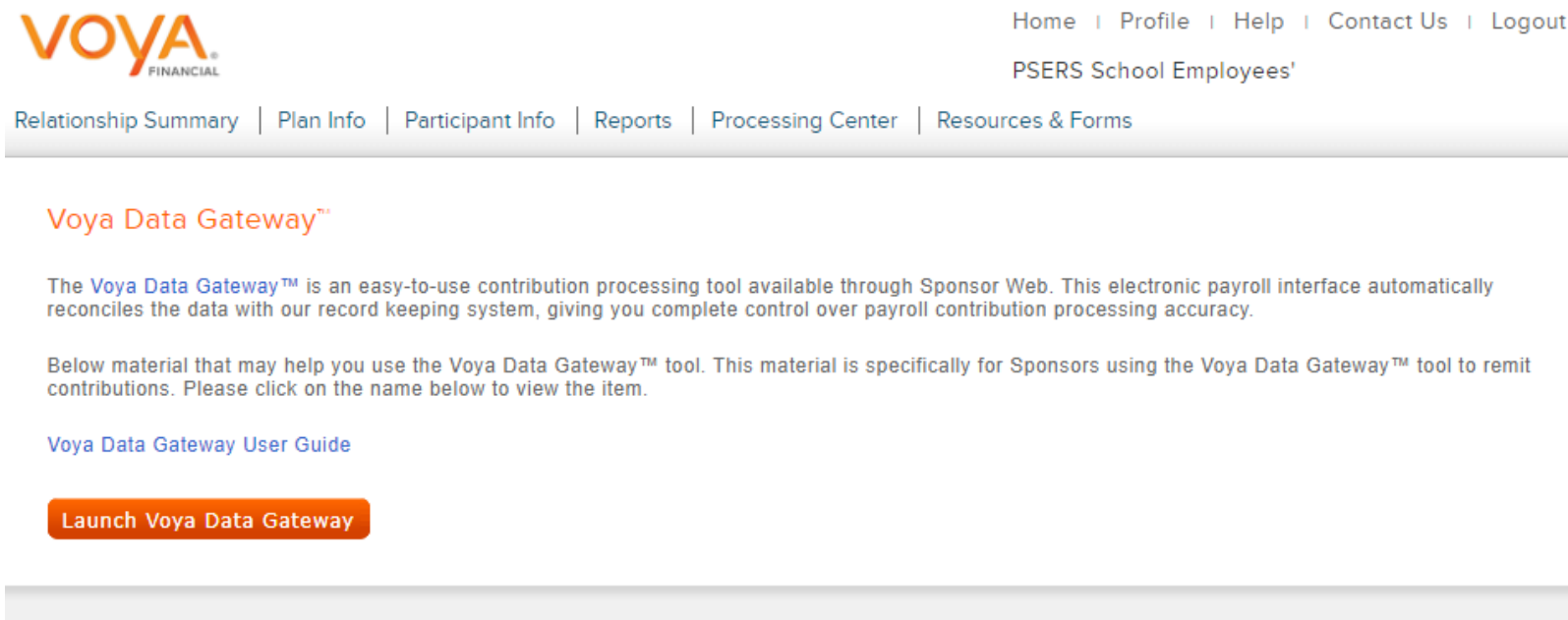
Voya Data Gateway Access

Voya Data Gateway may be accessed in one of two ways from the *Plan Summary* dashboard:

- a. Go to **Processing Center** on the top menu and select **Voya Data Gateway**.



- B Click **Launch Voya Data Gateway**.



1. The Voya Data Gateway *Advanced Search* page will display in a new window. You can then search for any work orders previously submitted or initiate the submission of a new work order.

The screenshot shows the 'Advanced Search' page of the Voya Data Gateway. The top navigation bar includes 'Home', 'Payroll', and 'Reports'. A 'Quick Search' bar is on the right. The main content area has a 'Dashboard / Advanced Search' breadcrumb. The 'Advanced Search' section contains several filter groups: 'Work Order Type' (with 'Work Order Group' and 'Work Order Type' dropdowns, and an 'Include Inactive' checkbox), 'Work Order Status' (with 'Step' and 'Status' dropdowns), 'Generation Method' (with 'Generation Method' dropdown), 'Frequency' (with 'Frequency' dropdown), and 'Participant Group' (with 'Participant Group' dropdown). There are also 'Date From' and 'Date To' date pickers. A 'Search' button and a 'Reset' button are on the right. Below the filters is a 'Work Order Listing' section that currently shows 'There are no Work Orders to display.'

Note: Browser popup blockers should be disabled to run the Voya Data Gateway application. Once in the Voya Data Gateway application, your User ID and password will determine which retirement plan(s) and division(s) you may access.

Session Timeout

Voya Data Gateway will notify you when the user session is about to end due to an extended period of inactivity. You then have the option to either continue the session or to log off.

- If you select **Continue Working**, you will be returned to the current screen and you should immediately save your work.
- If you select **Logoff**, Voya Data Gateway will navigate to the login screen and **any unsaved data will be lost**

If no selection is made and the session expires, Voya Data Gateway navigates you to the login screen, and **any unsaved data will be lost**.

The screenshot shows a 'Continue Working?' dialog box. The title bar is 'Continue Working?'. The main text area contains the following text: 'Your session will expire soon! Please click Continue Working to prevent the loss of your active session. You should save your work. Otherwise, click Logoff to be automatically redirected to the login page; you will lose any changes you have made.' At the bottom of the dialog, there are two buttons: 'Logoff' and 'Continue Working'.

Advanced Search Page

The *Advanced Search* page allows you to track and manage your work orders by providing a view of all permissible work orders at all stages of the process. The page displays your selected Plan Name and provides basic information about each work order, such as sortable columns for type, due date, frequency, etc.

By default when first accessed in a session, the *Advanced Search* page lists all work orders in all statuses (except deleted status) within the default date range showing in the Advanced Search section.

The *Advanced Search* page includes the following functions:

- Advanced Search
- Quick Search
- Work Order Listing

The screenshot displays the 'Advanced Search' page in the Voya Data Gateway. At the top, there is a navigation bar with the Voya logo, links for Home, Payroll, and Reports, a Quick Search bar, and user options like Welcome, Log Off, and Change Password. Below the navigation bar, the page title 'Client Select / Dashboard / Advanced Search' is visible. The main section is titled 'Advanced Search' and contains several filter groups: 'Work Order Type' with dropdowns for Work Order Group and Work Order Type, an 'Include Inactive' checkbox, and a 'Work Order Status' dropdown for Step and Status. There are also filters for 'Generation Method', 'Frequency', and 'Participant Group'. Date filters for 'Date From' (3/20/2019) and 'Date To' (6/20/2019) are present, along with 'Search' and 'Reset' buttons. Below the search filters, a section titled 'Work Order Listing' shows a table with columns: Work Order Description, Group, Due Date, Frequency, Type, Method, Status, Amount, Work Order Id, Bank Account, and Actions.

Advanced Search function

The *Advanced Search* function allows you to filter the work order list using any of the criteria illustrated below:

- Work Order Type
- Work Order Status
- Generation Method
- Frequency
- Participant Group
- Date From
- Date To

This detailed screenshot focuses on the 'Advanced Search' filter section. It shows the 'Work Order Type' filters with dropdowns for Work Order Group and Work Order Type, and an 'Include Inactive' checkbox. The 'Work Order Status' dropdown is set to Step and Status. The 'Generation Method' dropdown is also visible. The 'Frequency' dropdown is set to Frequency. The 'Participant Group' dropdown is set to Participant Group. The 'Date From' is 3/20/2019 and the 'Date To' is 6/20/2019. The 'Search' and 'Reset' buttons are at the bottom right of the filter section.

Quick Search function

The *Quick Search* function allows you to search for a specific known work order ID.

 Quick Search

Advanced Search

- The search field is available in all screens except *Edit Data* and *Correct Errors*.
- Enter the work order ID to be searched and click **Enter** to launch the search.
- Voya Data Gateway searches across all plans that are permissible to you.

- If Voya Data Gateway finds the work order and you have the necessary permissions, Voya Data Gateway opens the *Work Order Detail* for the work order in the relevant plan.
- If you do not have permission to view the work order for any reason, Voya Data Gateway displays an error message.
- If you enter invalid text in the search field, Voya Data Gateway displays an error message.
- If the user enters a work order that has been cancelled and is not available to be reinstated as an active work order, Voya Data Gateway displays an error message.

Work Order Listing

Work Order Listing										
Work Order Description	Group	Due Date ▼	Frequency	Type	Method	Status	Amount	Work Order Id	Bank Account	Actions

The *Work Order Listing* section shows the work orders that have been returned via search parameters from *Advanced Search*. The default list when you first access *Advanced Search* uses the dates shown in the date range, as configured by the Administrator.

If you use *Advanced Search* to filter for specific values, the *Work Order Listing* will update as a result.

Work Order Listing also allows you to take action on a work order, drill down to the work order’s details, or view any notifications associated with the work order. Some actions are only available with specific work order types. You may click on the following column headers to sort work orders in ascending-descending order, or descending-ascending order.

- Work Order Description
- Due Date
- Frequency
- Type
- Method
- Status
- Amount
- Work Order ID

Late Employer Contribution Report and Notifications

A report will be provided to PSERS daily of all employer contribution files that are not processed by the payroll date and the number of days past the payroll date. This information will also be provided to employer contacts via a daily email notification. Employers must satisfy all work orders (completed and processed or deleted) in order to avoid receiving the notice daily.

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.*

Work Order Status Definitions

- **Awaiting Funding Details-** No ACH on file for debit or information missing that the funding script requires
- **Awaiting Host Validation-** Incoming files automatically enter the host recordkeeping validation step as soon as all of the file data validation errors have been corrected and the participant contribution total matches the expected payroll totals. Per plan configuration, all desired system and client custom validation overrides are performed and reported back to the user for correction. Host validation overrides have no effect on the host recordkeeping system and are only for display by the Voya Data Gateway system.
- **Awaiting Light Validation-**Data on incoming files is further validated by running it through established business rules. The Light Validation process checks the file for business field validations. These preliminary validations perform reasonableness checks of the data and enable the user to correct the data prior to processing the file against the recordkeeping system.
- **Errors Found-**Work orders that successfully complete the collection process will advance to use of Voya Data Gateway's multiple tools available for error validation. The validation processes are designed to ensure the data that was collected is acceptable or 'in good order.' In the event Voya Data Gateway discovers problems during its validation processes, the validation components provide for efficient correction of the problems. The methods for correcting problems encountered during validation are contained within this document under the Error Validation section.
- **Host Validation Failure-** Voya Data Gateway cannot connect to the recordkeeping system.
- **In Process-** Work order has data entered but not completed.
- **Loading Errors-**Data integrity validation errors prevent your data file from being uploaded to Voya Data Gateway for processing. These types of errors will require the work order to be reset and a corrected file to be uploaded.
- **New-** Work order has no data entered.

Work Order Process Overview

Here is a high level overview of the work order process detailed in this user guide.

- Establish Existing Work Order
 - Use recurring work order
 - Create new non-recurring work order
- Populate an Existing Work Order
 - Manually populate
 - Copy previous work order to current work order
 - Add transactions to work order via file upload
- Submit Work Order for Validation
- Correct Errors (if applicable)
- Complete Work Order

Establish Existing Work Order

There are 2 methods to establish an existing work order:

- Use recurring work order
 - This method will be used on a per payroll frequency basis
- Create new non-recurring work order
 - This method will be used on an exception basis

Use Recurring Work Order

Voya Data Gateway establishes recurring work orders based on payroll frequency and initial due date. Although the *Work Order Listing* below illustrates recurring work orders based on a daily frequency, you will see the frequency and projected due dates applicable to your employer.

1. Click the **Actions** link next to the recurring work order where the due date most closely corresponds to your next pay date.

Client Select / Dashboard / Advanced Search

Advanced Search

Work Order Type: - Work Order Group - - Work Order Type - ☐ Include Inactive

Work Order Status: - Step - - Status -

Generation Method: Recurring Frequency: - Frequency - Participant Group: - Participant Group -

Date From: 3/24/2019 Date To: 6/24/2019

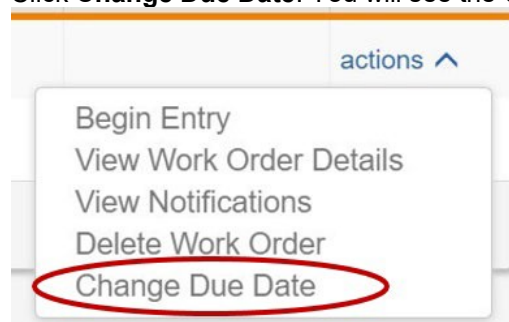
Work Order Listing

Work Order Description	Group	Due Date	Frequency	Type	Method ▼	Status	Amount	Work Order Id	Bank Account	Actions
555555 Payroll File 1	ALL	5/23/2019	Daily	Payroll_4856	Recurring	New	\$0.00	1414		actions ▼
555555 Payroll File 2	ALL	5/24/2019	Daily	Payroll_4856	Recurring	New	\$0.00	1424		actions ▼

Showing 1 - 2 of 2 first | prev | next | last Page 1 of 1

Note: If you need to change the due date of work order, you must do that before you enter any data into that work order. The date cannot be changed once data is entered into the work order.

Click **Change Due Date**. You will see the *Change Work Order Due Date* screen.



Input the actual pay date under *New Due Date* and click **Submit**. The due date will be changed on your work order and you may proceed to step 2 below.

Change Work Order Due Date

555555 Payroll File 2

Current Due Date

5/24/2019

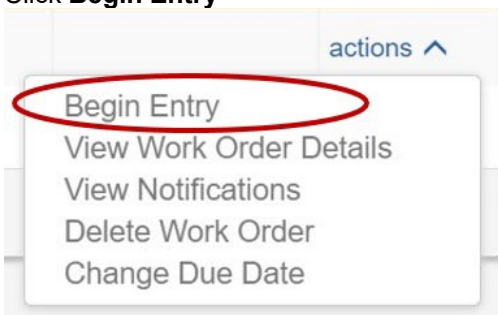
New Due Date

5/30/2019

Cancel

Submit

- Click **Begin Entry**



- You will see the *Populate an Existing Work Order* screen. Go to the *Populate an Existing Work Order* section of this guide for more information on each method of work order population.

Populate an Existing Work Order

I would like to:

[Manually Populate Work Order](#)

[Copy an Existing Work Order with Financials](#)

[Populate Work Order via File Upload](#)

Create a New Non-Recurring Work Order

You can create a new work order to submit data for a non-recurring event, such as a single check run or a miscellaneous unit pay situation.

1. Select **Create New Financial Payroll** from the Payroll dropdown.

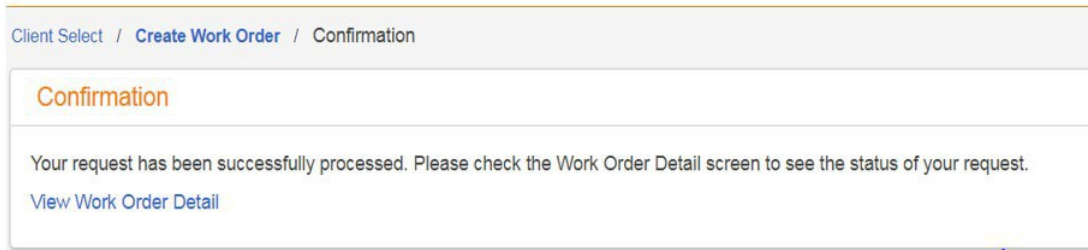
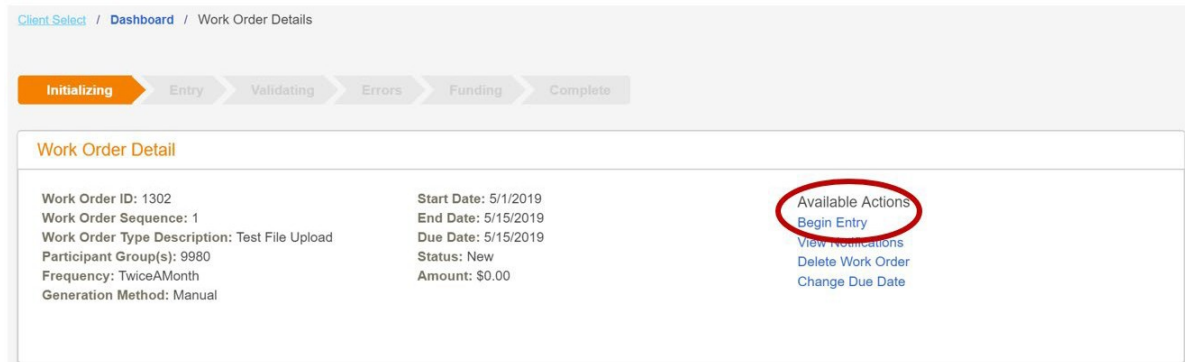
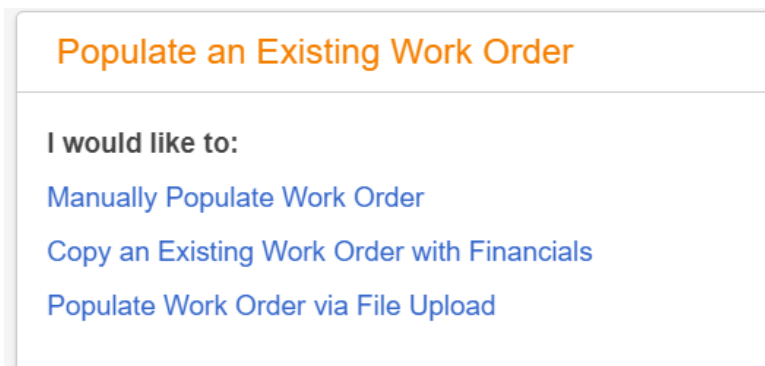
2. Input data into the fields noted with a red asterisk (*) on the *Add Work Order: Financial* page.

- **Client Work Order Type Name** – select from dropdown

Note: If you have access to multiple employers, make sure you select the right employer number from the **Client Work Order Type Name** dropdown.

- **Description** – enter a description for this work order
- **Start Date** – select start date of the payroll cycle for this work order
- **End Date** – select end date of the payroll cycle for this work order
- **Due Date** – select from dropdown options - select pay date of the payroll cycle for this work order
 - **Note:** The contributions entered for this work order can't be processed in the Voya system **before** this date. Ensure that the date entered here is the date employees will be paid for this payroll.
- **Frequency** – select from dropdown options

3. Click **Create** to submit/create the Work Order. A work order ID will be created for this payroll submission and the *Confirmation* page will display.

4. Click **View Work Order Detail**.5. You will see the *Work Order Detail* page. Click **Begin Entry** under Available Actions.6. You will see the *Populate an Existing Work Order* screen. Go to the *Populate an Existing Work Order* section of this guide for more information on each method of work order population.

Populate an Existing Work Order

The following choices are available for loading data into an established work order:

- **Manually Populate Work Order**
 - This enables you to manually enter data or a non-recurring (unscheduled) work order (e.g., a single check run, miscellaneous unit pay, etc.).
 - Go to the *Manually Populate Work Order* section of this guide for more information.
- **Copy an Existing Work Order with Financials**
 - This enables you to copy a previous period's file from a listing of completed work orders and allows you to only make the required changes for the current period.
 - Go to the *Copy an Existing Work Order with Financials* section of this guide for more information.
- **Populate Work Order via File Upload**
 - This enables you to import an external file in a specifically predetermined format.
 - Go to the *Populate Work Order via File Upload* of this guide for more information.

Populate an Existing Work Order

I would like to:

[Manually Populate Work Order](#)

[Copy an Existing Work Order with Financials](#)

[Populate Work Order via File Upload](#)

Manually Populate Work Order

1. Select **Manually Populate Work Order** on the *Populate an Existing Work Order* page.
2. You will see the *Enter Data* page with several tabs for data entry:
 - Participant tab:
 - Enter SSN and Pay Date
 - Contributions tab:
 - Enter Mandatory Pre-Tax DC Contributions deducted for the payperiod
 - Enter any Voluntary After-Tax Contributions deducted for the payperiod
 - Enter the Employer shares calculated on Pre-Tax contributions for the pay period
 - Compensation tab:
 - Enter the eligible per pay period Pre-Tax compensation (Retirement Covered Compensation) reported this pay period
 - RCC is generally any compensation that is reported – Base, Overtime, and Supplemental Income as qualified earnings for pension purposes
 - Enter the maximum eligible per pay period After-Tax compensation reported this pay period
 - RCC less pick-ups represents Retirement Covered Compensation less the mandatory DB & DC member contributions.
 - Example – Participant has an RCC (Gross Pay) of \$1,000.00.
 - Participant is Class TG equaling a total member contribution of 9% (2.75% DC and 6.25% DB member contributions).
 - Participant has elected 5% for After-tax contributions (ATC).
 - $\$1,000.00 - 9\% (\$90) = \text{RCC Less Pickups of } \910.00 .
 - The maximum ATC amount will be \$45.50 (5% of the \$910.00).
 - Other taxes and deductions must be satisfied prior to ATC being deducted
 - Tax amounts will vary by individual.

PSERS Deferral Amount Calculator		
Calculate Pick-Up Amount	RCC Amount	\$ 1,000.00
	Total Employee Contribution Amount	9.00%
	PICK-UP Amount	\$ 90.00
Calculate LESS Pick-Up Amount	RCC Amount	\$ 1,000.00
	PICK-UP Amount	\$ 90.00
	RCC Less Pick-Up Amount	\$ 910.00
Calculate Deferral Amount	RCC Less Pick-Up Amount	\$ 910.00
	AT Deferral Amt (OMNI)	5.00%
	Deferral Amount	\$ 45.50

- Enter the amount of Unpaid Retirement Covered Compensation (URCC) if the employee is on a contributing, approved leave of absence (i.e., sabbatical)

Client Select / Dashboard / Work Order Details / Manual Entry

Initializing

Entry

Validating

Errors

Pending

Complete

Work Order: New manual input

Filter Data

Filter on: - Select A Column -

Search

Reset

Enter Data

Participant

Contributions

Compensation

SSN	Pay Date	Pre-Tax	After-Tax	Employer
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

Screen Options

- Click **Details** to return to the *Work Order Detail* page
- Click **Cancel** to return to the landing screen without saving the data currently entered
- Click **Add Rows** to add the specified number of rows to the bottom of the entry grid
- Click **View Totals** to display totals of the data entered so far in the work order
- Click **Change Entry Method** to select an available population method. Note: This option will permanently remove any previously saved data from the work order.
- 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 requests that the data be validated. A *Summary* screen will be displayed containing financial field totals.

- Once you have entered all data, click **Complete**. You will see a *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: Manual

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	\$25.00	Participant Count	1
TOTAL	\$25.00	RCC paid this period	\$2,455.00
		RCC less pick-ups	\$1,841.25
		URCC	\$0.00

Back Cancel **Submit**

- A *Work Order Submission Status* screen will provide updates as the data progresses through the validation process.
 - If errors are determined during the validation process, you will see a screen similar to the one shown below. Click **Correct Errors**. Go to the *Error Validation* section of this guide for information on next steps.

Work Order Submission Status

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

Validating ☒ Complete

Elapsed Time: 00:01:01

The work order contains errors. Please click the button below to proceed to Correct Errors.

Close **Correct Errors**

- If the data is successfully validated, 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.

Validating ☒ Complete
Funding Details ☒ Complete

Elapsed Time: 00:02:41

The work order has been successfully completed.

Close

5. A message will confirm the successful processing of the input data. Click **View Work Order Detail**.

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

Initializing > Entry > **Validating** > Errors > Funding > Complete

Work Order: Manual

Summary

Financial Summary		Non-Financial Summary	
After-Tax	\$25.00	Participant Count	1
TOTAL	\$25.00	RCC paid this period	\$2,455.00
		RCC less pick-ups	\$1,841.25
		URCC	\$0.00

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

[View Work Order Detail](#)

The *Work Order Detail* page for the work order you've submitted will look similar to the view below. The Initializing, Entry, Validating, Errors, and Funding processes have been completed and the file status = Complete. The work order will be processed and transactions will be created to post to the record keeping system. If the due date is future-dated, the transactions will post on that future date.

Client Select / Dashboard / Work Order Details

Initializing > Entry > Validating > Errors > Funding > **Complete**

Work Order Detail

Work Order ID: 1483	Start Date: 5/19/2019	Available Actions View Data View Notifications View Validation History Delete Work Order Download Payroll Adj Report
Work Order Sequence: 2	End Date: 5/25/2019	
Work Order Type Description: Manual	Due Date: 5/29/2019	
Participant Group(s): 9980	Status: Complete	
Frequency: Weekly	Amount: \$25.00	
Generation Method: Manual	CCA Id: 998020190529.SPNSR	

Copy an Existing Work Order with Financials

NOTE: If your software systems provides files per pay period, then the copy feature should not be utilized and you should only use the prepared files

1. Select **Copy an Existing Work Order with Financials** on the *Populate an Existing Work Order* screen.
2. Click **Select** under *Actions* for the work order you wish to copy. You will see the *Enter Data* screen with data pre-populated with the values from the copied work order.

Note: Only work orders in the *Complete* status are available for copying. If no available work orders are found, an error message will display.

Work Order Description	Group	Due Date	Frequency	Type	Method	Status	Amount	Work Order Id	Bank Account	Actions
Test upload	9980	5/29/2019	Weekly	Payroll_9980	Manual	Complete	\$0.00	1468		Select
Standard file upload	9980	5/15/2019	TwiceAMonth	Payroll_9980	Manual	Complete	\$0.00	1342		Select

3. Update the value of each field as needed. Click **Complete**.

NOTE: You must change the **Pay Date** field for each contribution to the correct pay date you are submitting.

When you copy the file the Pay Date field will be what was on the original file. This contribution and compensation data will be provided to PSERS based on the payroll date entered so this will be an issue when PSERS reconciles your employees' contribution history at Voya with the data you provided to PSERS.

Participant		Contributions		Compensation
SSN	Pay Date	Pre-Tax	After-Tax	Employer
<input type="checkbox"/> 977001001	05/29/2019	67.51	0.00	55.24
<input type="checkbox"/> 977001027	05/29/2019	50.87	0.00	41.62
<input type="checkbox"/> 977001028	05/29/2019	52.94	0.00	43.31
<input type="checkbox"/>			0	

4. 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: Test

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	\$0.00	Participant Count	3
TOTAL	\$0.00	RCC paid this period	\$6,230.00
		RCC less pick-ups	\$4,672.50
		URCC	\$0.00

Back Cancel Submit

5. A *Work Order Submission Status* screen will provide updates as the data progresses through the validation process.

- If errors are determined during the validation process, you will see a screen similar to the one shown below. Click **Correct Errors**. Go to the *Error Validation* section of this guide for information on next steps.

Work Order Submission Status

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

Validating ✓ Complete

Elapsed Time: 00:01:01

The work order contains errors. Please click the button below to proceed to Correct Errors.

Close Correct Errors

- If the data is successfully validated, 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.

Validating ✓ Complete

Elapsed Time: 00:01:21

The work order has been successfully validated. No additional actions are required.

Close

6. A message will confirm the successful processing of the input data. Click **View Work Order Detail**.

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

Initializing > Entry > **Validating** > Errors > Funding > Complete

Work Order: Test

Summary

Financial Summary		Non-Financial Summary	
After-Tax	\$0.00	Participant Count	3
TOTAL	\$0.00	RCC paid this period	\$6,230.00
		RCC less pick-ups	\$4,672.50
		GRCC	\$0.00

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

[View Work Order Detail](#)

The *Work Order Detail* page for the work order you've submitted will look similar to the view below. The Initializing, Entry, Validating, Errors, and Funding processes have been completed and the file status = Complete. The work order will be processed and transactions will be created to post to the record keeping system. If the due date is future-dated, the transactions will post on that future date.

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

Initializing > Entry > Validating > Errors > Funding > **Complete**

Work Order Detail

Work Order ID: 1481	Start Date: 5/19/2019	Available Actions View Data View Notifications View Validation History Delete Work Order Download Payroll Adj Report
Work Order Sequence: 1	End Date: 5/25/2019	
Work Order Type Description: Test	Due Date: 5/30/2019	
Participant Group(s): 9980	Status: Complete	
Frequency: Weekly	Amount: \$0.00	
Generation Method: Manual		

Populate Work Order via File Upload

1. Select **Populate Work Order via File Upload** on the *Populate an Existing Work Order* page.
2. Click **Browse** to select the contribution file to be uploaded to the work order

Client Select / Dashboard / Work Order Details / [Begin Entry](#) / Upload File

Upload A File

Please select a file to upload for your Work Order that is either a text file or has a proper XLSX extension.

Browse

Cancel Change Entry Method **Upload**

Note: Acceptable file formats include:

- .TXT
- .XLSX

3. Click **Upload**.

Client Select / Dashboard / Work Order Details / [Begin Entry](#) / Upload File

Upload A File

Please select a file to upload for your Work Order that is either a text file or has a proper XLSX extension.

Browse

Cancel Change Entry Method **Upload**

4. A *Work Order Submission Status* screen will provide updates as the data progresses through the validation process.
 - If errors are determined during the validation process, you will see a screen similar to the one shown below. Click **Correct Errors**. Go to the *Error Validation* section of this guide for information on next steps.

Work Order Submission Status

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

Loading ✓ Complete
Validating ✓ Complete

Elapsed Time: 00:01:40

The work order contains errors. Please click the button below to proceed to Correct Errors.

Close **Correct Errors**

- If the data is successfully validated, you will see a screen similar to the one below. Click **Close**. You will see the *Confirmation* screen.

Work Order Submission Status

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

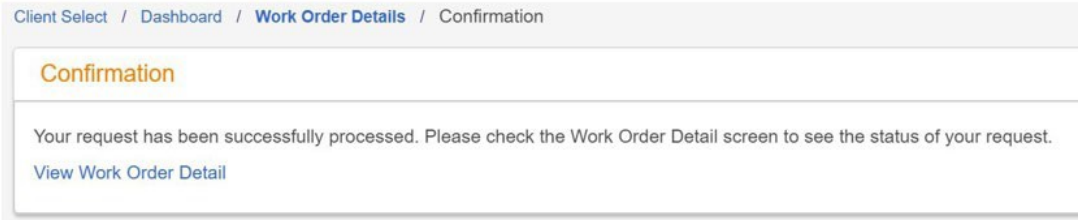
Loading ✓ Complete
Validating ✓ Complete
Funding Details ✓ Complete

Elapsed Time: 00:02:00

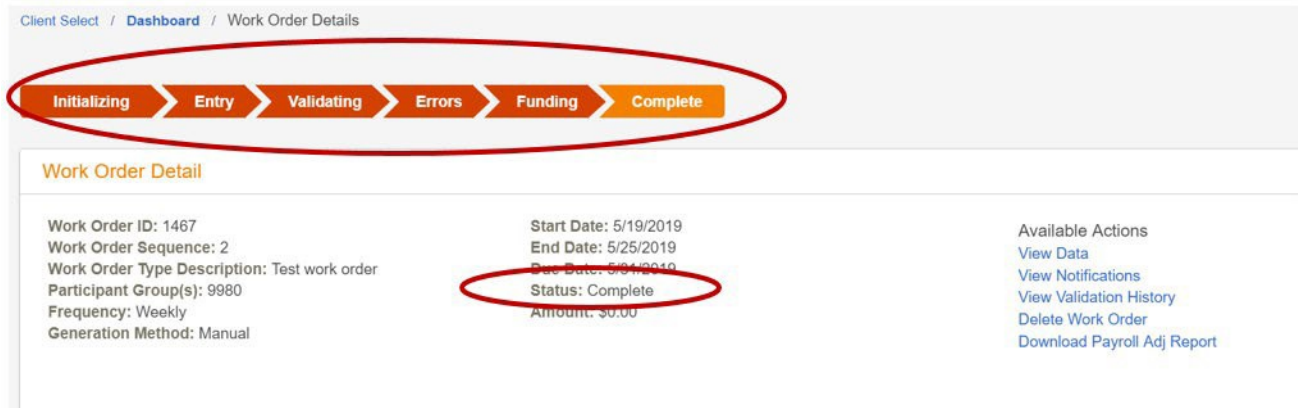
The work order has been successfully completed.

Close

5. Click **View Work Order Detail**.



The *Work Order Detail* page for the work order you've submitted will look similar to the view below. The Initializing, Entry, Validating, Errors, and Funding processes have been completed and the file status = Complete. The work order will be processed and transactions will be created to post to the record keeping system. If the due date is future-dated, the transactions will post on that future date.



Error Validation and Correction

Error Validation

Multiple layers of error validation and handling are built into the Voya Data Gateway payroll process. This includes:

- **Critical Validation:** Data on incoming files is initially validated for correct formatting, which is integral to the successful mapping of data. The Critical Validation process checks data integrity to ensure the data is successfully stored in the Voya Data Gateway database. This process runs upon file upload and also when work order data is input manually.
 - Example
 - SSN is missing or null
 - Contribution was provided but the contribution amount is missing
 - Contribution was provided but the contribution amount is not numeric
- **Light Validation:** Data on incoming files is further validated by running it through established business rules. The Light Validation process checks the file for business field validations. These preliminary validations perform reasonableness checks of the data and enable the user to correct the data prior to processing the file against the record-keeping system.
 - Examples
 - SSN is not numeric
 - Contribution amount is negative
- **Host Validation:** Incoming files automatically enter the host record-keeping validation step as soon as all of the file data validation errors have been corrected and the participant contribution total matches the expected payroll totals. Custom validations based on plan rules are performed and reported back to the user for correction.
 - Examples
 - This participant is not on file-please verify the SSN
 - A contribution of \$ cannot be processed-this participant has year to date contributions of \$
 - Processing this contribution would cause the participant to exceed the annual deferral limit of \$-please reduce the contribution amount

WARNINGS	
CN00011	Processed terminated participant
	<p>This warning would occur if a Termed PPT was on the Work Order getting contribution for that pay period. This should be considered a warning and the USER should review the PPTs account to make sure:</p> <ul style="list-style-type: none"> 1 - the PPT is correctly terminated 2 - should the PPT really be getting contributions for the pay period 3 - does the PPT still have an active contract <p>Once you have confirmed that the PPT really should be receiving the contribution, the USER can continue and finalize the work order.</p>
CM00047	Division/subsidiary missing for participant
	<p>This warning is a formatting issue. If a user gets this Warning they need to correct the missing DIV SUB on the template.</p>
ERRORS	
CN00034	Allocation percent equals zero for all eligible contributions
	<p>This error would occur if the PPT was in the Work Order getting a contribution for that pay period but the contribution amount in Voya's system has been blanked out (usually because of termination).</p>
	<p>For this Issue, we would suggest emailing payroll to get the contribution amount entered back on the account to allow for the contribution and then after the contribution it would need to be removed.</p>
CN00029	Participant Not on File
	<p>This error would occur if a PPT was in the Work Order getting contribution for that pay period but is not currently on file.</p>
	<p>The user should move the PPT to an exception work order until the PPT is in the system.</p> <p>Please see the addendum at the end of the manual for reasons why the PPT may not be on file. If none of the reasons explain the situation, the User can contact PSERS for additional information.</p>
CN00055	Negative contribution will force the fund balance less than zero
	<p>This error would occur if a User is trying to submit a negative contribution for more than what is in the account. The user would either need to remove the PPT from the file and/or contact the PAR unit to complete the adjustment.</p>

Error Correction

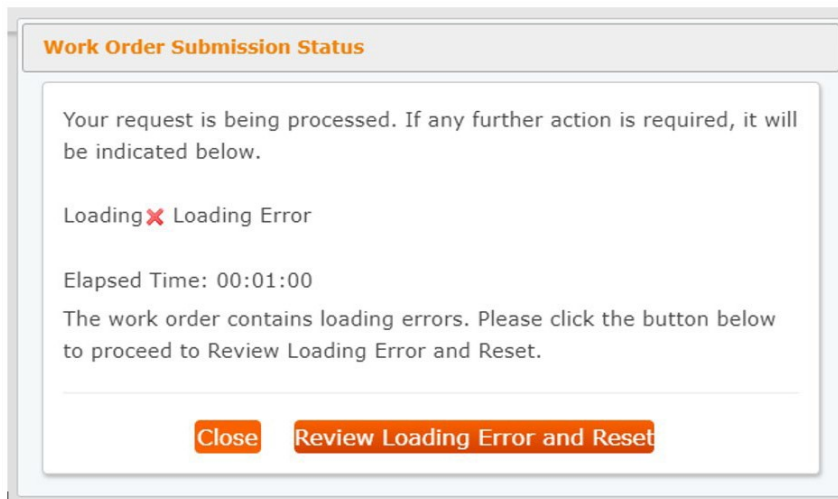
You may encounter two types of errors requiring correction:

- Loading Errors
- Validation Errors

The process for correcting each type of error is detailed below.


Loading Errors

You will see a screen similar to the one below if data integrity validation errors prevent your data file from being uploaded to Voya Data Gateway for processing.



Work Order Submission Status

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

Loading  Loading Error

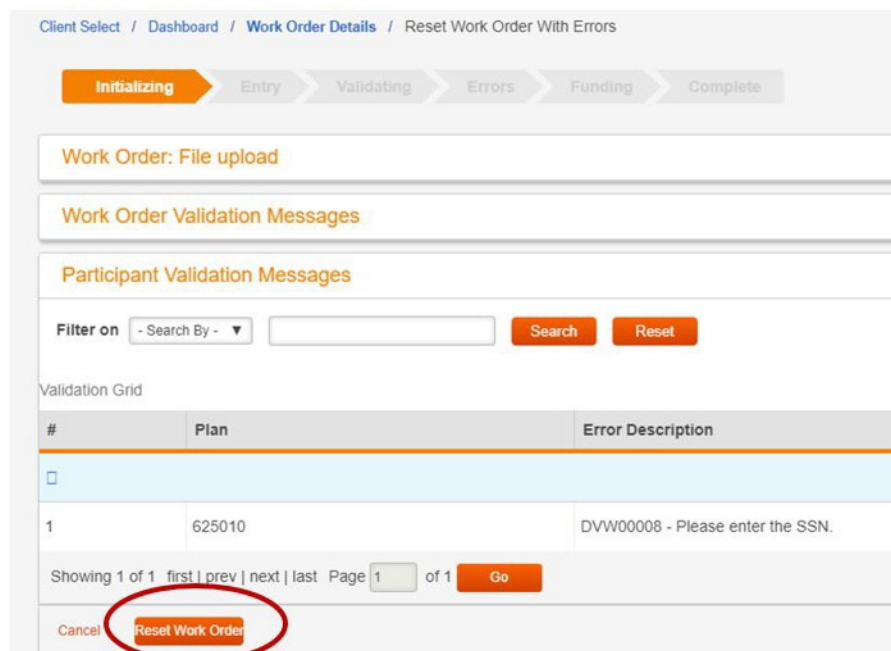
Elapsed Time: 00:01:00

The work order contains loading errors. Please click the button below to proceed to Review Loading Error and Reset.

Close **Review Loading Error and Reset**

These types of errors will require the work order to be reset and a corrected file to be uploaded.

1. Click **Review Loading Error and Reset**. You will see a screen similar to the one below with *Participant Validation Messages*.
2. Update your file as needed to resolve the errors detailed and save the changes. If you are not sure what corrections are needed, contact the PSERS Employer Help Line at 877-806-5652.
3. Click **Reset Work Order**.



Client Select / Dashboard / Work Order Details / Reset Work Order With Errors

Initializing Entry Validating Errors Funding Complete

Work Order: File upload

Work Order Validation Messages

Participant Validation Messages

Filter on - Search By - **Search** **Reset**

Validation Grid

#	Plan	Error Description
1	625010	DVW00008 - Please enter the SSN.

Showing 1 of 1 first | prev | next | last Page 1 of 1 **Go**

Cancel **Reset Work Order**

- The work order will be reset and you will see the *Work Order Detail* screen. Notice the status will be set to *New*. Click **Begin Entry** under *Available Actions* and proceed with next steps to upload the updated file.

Client Select / Dashboard / Work Order Details

Initializing Entry Validating Errors Funding Complete

Work Order Detail

Work Order ID: 1343
 Work Order Sequence: 1
 Work Order Type Description: File upload
 Participant Group(s): 9960
 Frequency: Weekly
 Generation Method: Manual

Start Date: 5/8/2019
 End Date: 5/15/2019
 Status: **New**
 Amount: \$0.00

Available Actions
[Begin Entry](#)
[View Notifications](#)
[Delete Work Order](#)
[Change Due Date](#)

Validation Errors

You will see a screen similar to the one below if any errors are found after your file is successfully uploaded to Voya Data Gateway.

Work Order Submission Status

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

Validating ✓ Complete

Elapsed Time: 00:01:01

The work order contains errors. Please click the button below to proceed to Correct Errors.

[Close](#) [Correct Errors](#)

Click **Correct Errors**. You will see a screen similar to the one below with *Participant Validation Messages*.

Client Select / Dashboard / Work Order Details / Correct Errors

Initializing Entry Validating Errors Funding Complete

Work Order: File upload

Work Order Validation Messages

Participant Validation Messages

Filter on: Error Level All Search Reset

#	Field	Original Value	Current Value	Validation Type	Error Level	Error Description	Select All
1				HOST	Error	CN00055 - Negative contribution will force the fund balance less than zero	Move exception

Showing 1 of 1 first | prev | next | last Page 1 of 1 Go

Cancel View All Participants Move Exceptions Move All Exceptions Ignore Exceptions Save Complete

There are two options for correcting validation errors:

- Correct the records with errors immediately – this is the recommended method
- Move the records with errors to an exception work order for error correction at a later time

Immediate Error Correction

- Click **View All Participants**.
- Enter data corrections as needed.

3. Click **Complete**. You will see the *Summary* page.

Client Select / Dashboard / Work Order Details / Manual Entry

Initiating Entry Validating Errors Pending Complete

Work Order: File upload

Filter Data

Filter on: [- Select A Column -] Search Reset

Enter Data

Participant		Contributions		Compensation	
SSN	Pay Date	Pre-Tax	After-Tax	Employer	
<input type="checkbox"/> 977001019	04/29/2019	41.25	0.00	33.75	
<input type="checkbox"/> 977001025	04/29/2019	55.00	0.00	45.00	
<input type="checkbox"/> 977001026	04/29/2019	49.50	0.00	40.50	
<input type="checkbox"/> 977001028	04/29/2019	57.75	0.00	47.25	
<input type="checkbox"/> 977007701	04/29/2019	60.50	0.00	49.50	
<input type="checkbox"/> 977007702	04/29/2019	63.25	0.00	51.75	
<input type="checkbox"/> 977007703	04/29/2019	52.25	50.73	42.75	
<input checked="" type="checkbox"/> 977007704	04/29/2019	-55.00	0.00	-45.00	
<input type="checkbox"/> 977007705	04/29/2019	61.87	0.00	50.62	
<input type="checkbox"/>			0		
<input type="checkbox"/>			0		
<input type="checkbox"/>			0		
<input type="checkbox"/>			0		
<input type="checkbox"/>			0		
<input type="checkbox"/>			0		

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Validation Errors

Participant	Validation Type	Code	Severity	Message
977007704	HOST	CN00055	Error	Negative contribution will force the fund balance less than zero

Details Cancel Add Rows View Totals Change Entry Method Save Complete

Screen Options

- Click **Details** to return to the *Work Order Detail* page
- Click **Cancel** to return to the landing screen without saving the data currently entered
- Click **Add Rows** to add the specified number of rows to the bottom of the entry grid
- Click **View Totals** to display totals of the data entered in the work order
- Click **Change Entry Method** to select an available population method. Note: This option will permanently remove any previously saved data from the work order.
- 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 requests that the data be validated. A *Summary* screen will be displayed containing financial field totals.

4. Click **Submit**.

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

Initializing > Entry > **Validating** > Errors > Funding > Complete

Work Order: File upload

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	9
TOTAL	\$69.73	RCC paid this period	\$15,050.00
		RCC less pick-ups	\$14,584.57
		URCC	\$1,500.00

Back Cancel **Submit**

5. You will see a screen similar to the one shown below. Click **Close** on the *Work Order Submission Status* message box. 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

Elapsed Time: 00:01:01

The work order has been successfully validated. No additional actions are required.

Close

6. Click **View Work Order Detail**.

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

Initializing > Entry > **Validating** > Errors > Funding > Complete

Work Order: File upload

Summary

Financial Summary		Non-Financial Summary	
After-Tax	\$69.73	Participant Count	9
TOTAL	\$69.73	RCC paid this period	\$15,050.00
		RCC less pick-ups	\$14,584.57
		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](#)

The *Work Order Details* page will indicate the Status is Complete.

Client Select / Dashboard / Work Order Details

Initializing

Entry

Validating

Errors

Funding

Complete

Work Order Detail

Work Order ID: 1415
Work Order Sequence: 2
Work Order Type Description: File upload
Participant Group(s): 9980
Frequency: Monthly
Generation Method: Manual

Start Date: 4/1/2019
End Date: 4/30/2019
Status: Complete
Amount: 652.72
CCA ID: 201905159980 SPHSR

Available Actions

[View Data](#)
[View Notifications](#)
[View Validation History](#)
[Delete Work Order](#)
[Download Payroll Adj Report](#)

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Exception Work Order / Child 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.

Client Select / Dashboard / Work Order Details / Correct Errors

Initializing > Entry > Validating > **Errors** > Funding > Complete

Work Order: Exception work order example

Work Order Validation Messages

Participant Validation Messages

Filter on Error Level All Search Reset

Participant Validation Messages

#	Field	Original Value	Current Value	Validation Type	Error Level	Error Description	Select All: <input type="checkbox"/>
<input type="checkbox"/> 977007704 <input type="checkbox"/> Move exception: <input type="checkbox"/>							
1				HOST	Error	CN00055 – Negative contribution will force the fund balance less than zero	

Showing 1 of 1 first | prev | next | last Page 1 of 1 Go

Cancel View All Participants Move Exceptions Move All Exceptions Ignore Exceptions Save Complete

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**.

Participant Validation Messages

Filter on: Error Level ▾ All

Participant Validation Messages

#	Field	Original Value	Current Value	Validation Type	Error Level	Error Description	Select All: <input type="checkbox"/>
<input type="checkbox"/>	977007704						<input type="checkbox"/>
1				HOST	Error	CN00055 – Negative contribution will force the fund balance less than zero	<input checked="" type="checkbox"/> Move exception: <input checked="" type="checkbox"/>

Showing 1 of 1 first | prev | next | last Page 1 of 1

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

Work Order Validation Messages

Participant Validation Messages

Filter on: Error Level ▾ All

Participant Validation Messages

#	Field	Original Value	Current Value	Validation Type	Error Level	Error Description	Select All: <input type="checkbox"/>
<input type="checkbox"/>	977007704						<input type="checkbox"/>
1				HOST	Error	CN00055 – Negative contribution will force the fund balance less than zero	<input checked="" type="checkbox"/> Move exception: <input checked="" type="checkbox"/>

Showing 1 of 1 first | prev | next | last Page 1 of 1

Confirm

Selected Participants

977007704

All data for the above selected participants will be moved to the exception work order. This work order will be processed separately from the original work order and may result in a later trade date. Multiple funding steps will occur for financial activity. Are you sure you would like to proceed?

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

Move Exceptions

Move Exception Reason:

Due Date:

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 > Complete

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.

Client Select / Dashboard / Work Order Details

Initializing > Entry > Validating > Errors > Funding > Complete

Work Order Detail

Work Order ID: 1418 Work Order Sequence: 1 Work Order Type Description: Exception work order example Participant Group(s): 9980 Frequency: Monthly Generation Method: Manual	Start Date: 4/1/2019 End Date: 4/30/2019 Due Date: 4/29/2019 Status: Complete Amount: \$69.73 CCA Id: 201904299980.SPNSR	Child Work Order 1419 : Exception work order example - Exception Available Actions View Data View Notifications View Validation History Delete Work Order Download Payroll Adj Report
---	---	--

9. Click **Edit Data** under *Available Actions*. You will see the *Enter Data* screen.
10. Follow the process beginning with step 2 under the *Manually Populate Work Order* section of the guide.

Client Select / Dashboard / Work Order Details

Initializing > Entry > Validating > Errors > Funding > Complete

Work Order Detail

Work Order ID: 1419 Work Order Sequence: 1 Work Order Type Description: Exception work order example - Exception Participant Group(s): 9980 Frequency: Monthly Generation Method: Exception	Start Date: 4/1/2019 End Date: 4/30/2019 Due Date: 5/24/2019 Status: In Process Amount: \$0.00	Parent Work Order 1418 : Exception work order example Available Actions View Data View Notifications Edit Data Reset Delete Work Order
---	--	---

Logging Off Voya Data Gateway

To log out of Voya Data Gateway, click **[Log Off]** in the upper-right corner of the screen. This closes the Voya Data Gateway application, although the Sponsor Web home page will still be open in the first window.



Additional Sponsor Web Functionality

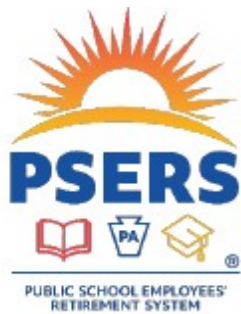
Site Menu

The Site Menu is located at the top of the page, above *Relationship Summary*. It appears on every page of Sponsor Web and includes the following options:

- **Home**
 - Brings you back to *Relationship Summary*
- **Profile**
 - Displays your name and email address;
 - Allows you to change your password and security questions;
 - Allows you to unregister your computer/device;
 - Allow you to change your mail delivery preferences.
- **Help**
 - Provides basic troubleshooting information for the site
- **Contact Us**
 - This feature has been disabled. Please contact the Employer Help Line for assistance.
- **Logout**
 - Logs you out of Sponsor Web.



June 2020 Voya Data Gateway Update



PSERS/Voya Voya Data Gateway Entry Updates – June 2020

These entry updates have been created to assist with the submission and exception process of your payroll file to the PSERS Defined Contribution (DC) Plan. This information will help you to delete employees, move exceptions, and resolve errors.

Deleting an employee by Social Security Number.

Users are now able to filter on Social Security Number (SSN) in both the Edit Data and Correct Errors screens:

- Select the Edit Data or Correct Errors action
- In the Filter Data section, select *SSN* as your filter
- Enter the SSN in the field next to the drop down

Moving all exceptions.

Users can move all exceptions with the Move All Exceptions button

- Use the Move All Exceptions button without checking the Select All or Move Exception checkboxes
- Clicking *Select All* only selects what is on the screen and does not allow you to use the Move All Exceptions button

The screenshot displays a web application interface for managing payroll exceptions. At the top, there is a header bar with a 'Select All:' checkbox. Below this, a list of exceptions is shown, each with a 'Move exception:' label and a small icon. The bottom of the screen features a navigation bar with several buttons: 'Cancel', 'View All Participants', 'Move Exceptions', 'Move All Exceptions' (which is circled in blue), 'Ignore Exceptions', 'Save', and 'Complete'. Above the buttons, a status bar indicates 'Showing 1 - 3 of 3' and includes pagination controls like 'first', 'prev', 'next', 'last', 'Page 1 of 1', and a 'Go' button.

Using the Correct Errors screen.

Users are able to correct errors without having to go back and forth between the Edit Data and Errors screens.

The Correct Errors screen gives the user the opportunity to edit all errors without having to change *Actions*.

1	457	-129.24	-129.24	HOST	Error	CN00034 – Allocation percent equals zero for all eligible contributions
2	457	-129.24	field displayed above	HOST	Warning	CN00095 – Contribution is for an employee in status not participating (04)

Records can also be deleted from the Edit Data screen:

- Select the Edit Data action
- Select the check box next to the participant to be deleted

<input checked="" type="checkbox"/>	<input type="text" value="19500.00"/>	<input type="text" value="09/06/2019"/>
<input type="checkbox"/>	<input type="text" value="182.28"/>	<input type="text" value="09/06/2019"/>

- Click *Save* at the bottom to complete the deletion

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August 2020 Voya Data Gateway Update



PSERS Voya Data Gateway Payroll Processing Update

The Voya Data Gateway will now validate after-tax contribution deferral elections and Pick-Up amounts. The following examples and examples will help ensure accuracy when processing RCC Less Pick-ups for your payroll contributions to the PSERS DC Plan. Please contact the PSERS Help Line with any questions, as incorrect processing can cause reconciliation issues.

Reminder: How to calculate RCC Less Pick-ups for manual entries

1. Calculate Pick-Up Amount by multiplying Employee Compensation (RCC + URCC) by Total Employee Contribution Rate, per the table below.
2. Subtract the Pick-Up Amount from the RCC Amount only to calculate the RCC Less Pick-ups.

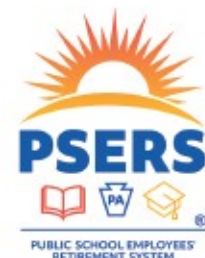
Current Class	Total Employee Contribution Rate
Blank	8.25%
TG	7.5%
TG	7.5%
TF	10.3%
TF	10.3%
TD	7.5%
TE	7.5%
TE	7.5%

*Denotes

Example 1	Example 2	Example 3
TG Class with no prior Class. Total Employee Contribution Rate = 8.25% RCC of \$1,000 URCC of \$0.00	TG Class with no prior Class. Total Employee Contribution Rate = 8.25% RCC of \$500 URCC of \$500	TG Class with prior class of TG. Total Employee Contribution Rate = 7.5% RCC of \$1,000 URCC of \$500
Pick-ups Amount = (\$0.00) * .0825 = \$0.00 RCC - Pick-ups = \$1,000 - 82.50 = \$917.50	Pick-ups Amount = (500 + 500) * .0825 = \$82.50 RCC - Pick-ups = 500 - 82.50 = \$417.50	Pick-ups Amount = (\$500.00) * .075 = \$75.00 RCC - Pick-ups = \$1,000 - 75.00 = \$925.00

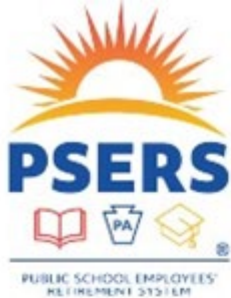
Questions?

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.



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Voya Manual Payroll File Upload Template



Voya Manual Payroll File Upload Template Information

How do I use the manual payroll file upload template?

Columns C through I in the Excel template have been formatted with the settings required to successfully upload information into the Voya Data Gateway application. Employers can use this template file to add the employee and employer contributions, and submit the file to Voya for processing in the PSERS Defined Contribution (DC) Plan.

Why should I use the manual payroll file upload template?

The template should be used if your payroll system does not generate a DC payroll file for submission and you would otherwise need to manually enter each participant in Voya's system to complete DC reporting. You can now choose to manually enter information or use this template to upload information into the system.

What is the order of the columns and format of the data in the cells that I must follow?

Follow this example for your columns and cells in this order (sample data shown for Class T-G members).

	A	B	C	D	E	F	G	H	I	J
1	Record Identifier	Employee SSN	PSERS Employer Four-Digit Code	Mandatory Pre-Tax Contributions	After-Tax Contributions	Employer Share	RCC Paid This Period	RCC Less Pick-Ups	URCC	Pay Date
2	D	977007701	9999	27.50	40.00	22.50	1000.00	917.50	0.00	20190524
3	D	977007703	9999	3.92	0.00	3.21	142.50	130.74	0.00	20190524
4	D	977007705	9999	11.19	0.00	9.15	203.40	169.84	203.40	20190524

- **Record Identifier** – This will always be a capital D. This value will never change.
- **Employee SSN** – This number field must be a nine-digit number, without dashes, that includes all leading zeros (Ex. 001234567).
- **PSERS Employer Four-Digit Code** – This number field must include all leading zeros (Ex. 0129).
- **Mandatory Pre-Tax Contributions** – This number field must include two decimal places (Ex. 27.50).
- **After-Tax Contributions** – This number field must also include two decimal places (Ex. 40.00).
- **Employer Share** – This is a number field that must include two decimal places and be provided for each employee making a Mandatory Pre-Tax Contribution (Ex. 22.50).
- **RCC Paid This Period** – This is a number field with two decimal places (Ex. 1000.00).
- **RCC Less Pick-Ups** – This is a number field with two decimal places (Ex. 917.50).
- **URCC** – This is a number field with two decimal places (Ex. 203.40).
- **Pay Date** – This is formatted as YYYYMMDD (four-digit year, followed by two-digit month, followed by two-digit day) and should always be eight positions long (Ex. 20190524).

The following calculation and examples will help ensure accuracy when calculating RCC Less Pick-ups for your payroll file submissions to the PSERS DC Plan. For more information, contact your Employer Payroll Help Line with any questions, as inaccurate entries can result in reconciliation issues.

Reminder: How to Calculate RCC Less Pick-ups for manual entries

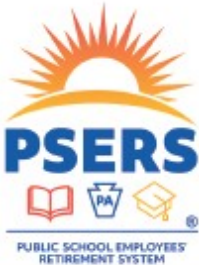
- 1. Calculate Pick-Up Amount by multiplying Employee Compensation (RCC) by the Total Employee Contribution Rate, per the applicable rate schedule.
- 2. Subtract the Pick-Up Amount from the RCC Amount only to calculate the RCC Less Pick-Up Amount.

TG Code	Class.
Total Employee Contribution Rate =	
1.000	
0.000	
Pick-ups Amount = (1,000 + 0.00)	
0.0825 = \$82.50	
RCC – Pick-ups = 1,000 – 82.50 =	
\$917.50	

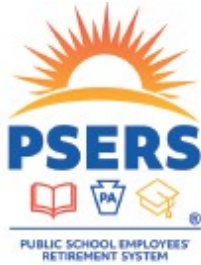
Questions?

If you have any questions, please email psers@psers.pa.gov or call your PSERS four-digit Employer Code and question topic in the Subject Line. You can also call the Employer Payroll Help Line at 1.877.806.5652 weekdays from 9:00 a.m. to 5:00 p.m. EST.

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September 2020 Voya Data Gateway Update



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.

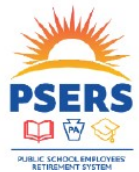


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Appendix 1

Full-time Membership Eligibility

- Employment type (full-time or part-time) is a key element in determining PSERS membership eligibility.
- For PSERS' purposes, full-time employment is classified as:
 - Salaried=works at least 5 full days per week
 - Hourly=works at least 25 hours per week
 - Per Diem=works at least 5 full days per week and is hired and paid on a daily basis
 - Adjunct=works at least 30 credit hours in a fiscal year
- A workday must include a minimum of 5 hours to be considered a full workday.



Full-Time (FT) and Salaried Employees

- Salaried and FT employees qualify from day 1
- **Must enter demographic and contract information by the employee's start date.**
- **Must check system for correct membership class/rate after entering demo and contract info into ESS system.**
- Enroll into Class T-G (contributions must be at the correct rate)
 - DB member contributions withheld at **6.25%**
 - DC participant contributions withheld at **2.75%**
- These employees will be on your payroll file for Voya before you submit a monthly work report to PSERS.

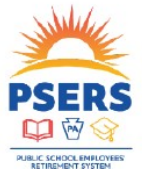
Part-Time Membership Eligibility

Part-time employment is classified as:

- Salaried=works fewer than 5 hours per day
- Salaried=works 5 or more hours per day, but fewer than 5 days per week
- Hourly (hired and paid on an hour-to-hour basis)=works less than 25 hours a week
- Per Diem (hired and paid on a day-to-day basis)=works fewer than 5 days per week
- Adjunct=works fewer than 30 credit hours in a fiscal year

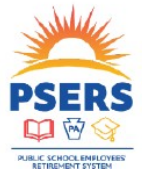
PT hourly and per diem employees **must qualify** for membership before becoming a member

- PT hourly must render 500 hours to qualify
- PT per diem must render 80 days to qualify



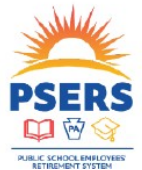
Part Time (PT) Employees

- Before PT employees have qualified:
 - Employers may choose whether to withhold DB contributions immediately, or to wait until qualification is met
 - Use Wages No Contributions (WNC) to report members not having contributions deducted.
 - Report earnings under base if withholding contributions.
- Once PT employees have qualified:
 - Employers will be notified each Monday of qualification and election changes through their CROQ Report
 - Can be accessed through Documents Tab or under Generate Reports link on ESS dashboard.
 - DC contributions should begin to be withheld at 2.75% after you are notified they have reached qualification.
 - This is in addition to withholding DB member contributions.




Membership Classes

- Reporting cannot be based on what an employee tells the district.
- An employee's membership class will be determined by when they first qualified for membership.
- Change in Member **C**lass/**R**ate or **O**btaining **Q**ualification (**CROQ**) Report is generated every Monday.
 - Members that made a class election prior to joining your roster will not appear of the CROQ report when new to your district.
 - Save CROQ reports if you wish to keep a record of these members.



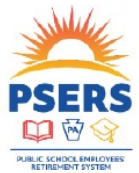
Identify Correct Membership Class

- How do I know what a member's contribution rate is?
 - View under View/Edit Member Contract after you have entered the demographic and contract record.
 - Once the contract record upload has been processed go back into it under file history and you can see the rate, class and whether or not to withhold by scrolling to the right.
 - Call or Email your ESC representative

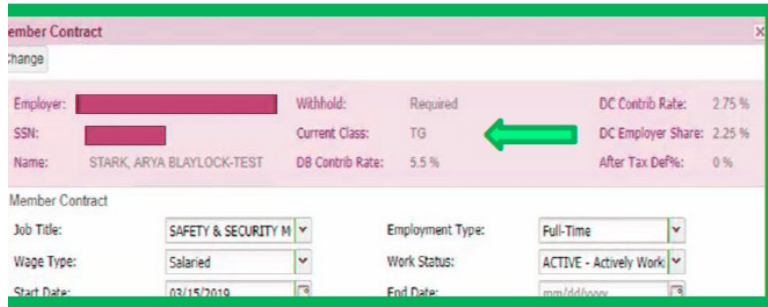


BOC/Svc End Date	DB Contrib Rate	DC Contrib Rate	DC Employer Share	After Tax Ded%	Current Class	Withhold
	7.5	0	0	0	TE	
	5.5	2.75	2.25	0	TG	Required
	7.5	0	0	0	TE	Required
	7.5	0	0	0	TE	Optional DB/No DC
	7.5	0	0	0	TE	
	7.5	0	0	0	TE	
	5.5	2.75	2.25	0	TG	Optional DB/No DC

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View Membership Class and Qualification



Member Contract

change

Employer: [REDACTED] Withhold: Required DC Contrib Rate: 2.75 %

SSN: [REDACTED] Current Class: TG DC Employer Share: 2.25 %

Name: STARK, ARYA BLAYLOCK-TEST DB Contrib Rate: 5.5 % After Tax Def%: 0 %

Member Contract

Job Title: SAFETY & SECURITY M Employment Type: Full-Time

Wage Type: Salaried Work Status: ACTIVE - Actively Work

Start Date: 03/15/2019 End Date: mm/dd/yyyy

Another way to verify membership class, rate and qualification:

- Go to the Roster Tab and put the full SSN in the Search Field.
- Click Actions and View/Edit Member Contract beside the open contract.

Voya Reporting Errors—Reported Classes T-D, T-E, T-F member

- Only membership classes with a DC component can be reported to Voya.
- If you report a member that does not have a DC component, this will need to be deleted from the work order file submitted.
- If this error is the only error on your Child Work Order, you should delete the entire file.
- If there are additional types of errors on your Child Work Order, only the records for this type of error should be deleted.



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