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Document Information
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General Payroll Information

Standard Contribution Guidelines

- Contribution files in good order (IGO) that are submitted before pay date or on pay date by market close will process on pay date.
  - For the purposes of this guide, pay date = Due Date.
- Contribution files in good order (IGO) that are submitted after market close on pay date will process the next business day.
- Contribution files in good order (IGO) that are submitted after pay 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.
  - A file in good order (IGO) is defined as follows:
    - Contribution file is received
    - No errors identified by the system when processing the work order
    - File reconciles to funding received

Note: Generally, market close = 4:00 pm Eastern. However, this may be earlier, should the market close for trading prior to 4:00 pm Eastern.

Contribution Funding

- Contributions will be funded via Voya-initiated ACH debit
  - The ACH request will be sent to your bank on the Due Date provided.
- If an ACH debit transaction fails due to insufficient funding, Voya will notify the employer (according to the contact information on file) as well as PSERS
- Voya can initiate another ACH debit after confirmation from the employer the funds will be available in the account
- If funding is not made whole within 5 business days, the contributions 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
- Changes will be made within five (5) business days

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 Payroll Team

Questions can be directed to the Voya Payroll Team via email or the Help Line.

- Email: ID-PSERSS@voya.com - General payroll inquiries, requests for adjustments to files, negative contributions or corrections needed
  - Please reference your 4-digit Employer Code and the topic of correspondence in the subject line
- Employer Payroll Help Line: 877-806-5652
  - Payroll Team members will be available from 9:00 a.m. – 5:00 p.m. EST
PSERS New Member Demographic & Contract Information & CROQ Report

Voya can only process DC contributions for employees that have been established in the system. 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 class, contributions, etc. Contact your PSERS ESC representative for more information about accessing the CROQ report.
Voya Data Gateway Overview

Voya Data Gateway is a user-friendly 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 (if applicable) 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:

- Upload payroll contribution files for scheduled payroll cycles
- Input contribution data for an unscheduled Work Order
  - This may be used for single check runs or miscellaneous unit pay situations
- Funding will be via the Automated Clearing House (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 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 (PSRS-1270) to request access to Sponsor Web and Voya Data Gateway. Voya will establish access within 5-7 business days of receipt of the form in good order.

PSERS Employer Reporting Systems User Access (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.

Note: This step will be applicable beginning July 1, 2019.

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 (or copy & paste) the registration code when prompted.

3. Choose a user ID and password. 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 that 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 ID or password.

5. Register your computer (optional). Registering your computer or device allows you to bypass security code entry when accessing the site; 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.


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. If you have any questions about logging in, contact your Sponsor Web support staff.

**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 or mobile number 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 your affiliated employers. Access is not limited to the employer selected on the Select a Company Code screen on Sponsor Web.
4. You will see the Sponsor Web home page. Click on the Plan Name link.
5. You will see the Plan Summary dashboard.

RETIREMENT SAVINGS PLAN 555555

Plan Summary

Address:
1 Main Street
City, State, Zip Code

Total Participants
42,924

Balance Information

Balance
$4,369,672,681.79

Total Balance
$4,369,672,681.79

Balance By Source of Money
- Qualified Rollover Account $2,903,974,942.07
- 457 Rollover $1,500,929,673.77
- After-Tax Rollover Account $500,331,315.61
- Voluntary After-Tax Account $200,333,348.56
- Mandatory Employee Contributions $50,063,644.72
- Employer Contributions $50,063,177.61
- Mandatory Employee Contributions $30,110,217.21
- Employer Contributions $13,688,681,79
- Remaining Sources $21,079,680.45

Show Results By: $ %

View Balance Details By:
Source | Investment | Asset Class

Quick Links

Reports
- Plan Access
- Standard Reports
- On Demand Reporting

Plan links
- Voya Data Gateway
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. Scroll down to Quick Links and click Voya Data Gateway under Plan links

1. Click Launch Voya Data Gateway.
2. 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.

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

**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 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.**
**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 Client 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

**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

**Quick Search function**

The Quick Search function allows you to search for a specific known Work Order ID.

- The search field is available in all screens except Edit Data and Correct Errors.
- Enter the work order ID to be searched and press ENTER to launch the search.
- Voya Data Gateway searches across all Clients / Plans / Participant Groups 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 Client.
• If you do not have permission to view the work order for any reason, Voya Data Gateway displays a message.
• If you enter invalid text in the search field, Voya Data Gateway displays a 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 a message.

Work Order Listing

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
Notifications

Various notifications are available in Voya Data Gateway. Depending on which have been established for your profile, you may receive any of the following:

• Payroll Reminder – prior to due date
  o You will receive an email reminder before a file is scheduled to be sent or payroll uploaded into Voya Data Gateway.
  o This reminder will be sent two days prior to the due date specified for Payroll data in the Payroll Calendar at 12:00 p.m. EST.

• Payroll Reminder – on due date
  o You will receive an email reminder the day a file is due to be sent or payroll uploaded into Voya Data Gateway.
  o This reminder will be sent on the due date specified for Payroll data in the Payroll Calendar at 12:00 p.m. EST.

• Payroll Reminder – after due date
  o You will receive an email reminder the day after a file is due to be sent or payroll uploaded into Voya Data Gateway.
  o A reminder email will be sent daily until file is received
  o Voya will only send an e-mail for a late work order if there are employees in the plan for that employer

  **Note:** If there are no active employees in the plan for a location, the work order will not be considered late and will be deleted by Voya.

• Loading Errors
• Validation Errors Found
• Data Validation
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 mostly closely corresponds to your next pay date.

   ![Image](image-url)

   **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.

   ![Image](image-url)

   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.

2. Click Begin Entry

3. 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 menu

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 option
     
     **Note:** If you have access to multiple employers, make sure you select the right employer number from the **Client Work Order Type Name** drop down.
   - **Description** – enter a description for this work order
   - **StartDate** – select start date of the payroll cycle for this work order
   - **EndDate** – select end date of the payroll cycle for this work order
   - **DueDate** - 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**

![Confirmation page](image1)

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

![View Work Order Detail](image2)

5. You will see the Work Order Detail page. Click **Begin Entry** under Available Actions.

![Work Order Detail page](image3)

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](image4)

I would like to:

- Manually Populate Work Order
- Copy an Existing Work Order with Financials
- Populate Work Order via File Upload
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

Note: It is anticipated that the Populate Work Order via File Upload method will be utilized most often.

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
     o Enter SSN and Pay Date
   - Contributions tab:
     o Enter Mandatory Pre-Tax DC Contributions deducted for the pay period
     o Enter any Voluntary After-tax Contributions deducted for the pay period
     o Enter the Employer Shares calculated on Pre-Tax contributions for the pay period
   - Compensation
     o 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.
     o 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. For example, for a Class TG member, the mandatory DB & DC member contribution would be 8.25% (5.5% DB + 2.75% DC).
     o URCC: Enter the amount of Unpaid Retirement Covered Compensation, because the member is on a contributing, approved leave of absence (i.e., sabbatical)
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 a screen of totals of the data entered so far in the work order
- Click **Change Entry Method** to select an available population method. 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.

3. Once you have entered all data, click **Complete**. You will see a Summary screen. Validate the information is correct and click **Submit**.

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.
   - If the data is successfully validated, you will see a screen similar to the one below. Click **Close**. You will see the Summary screen.
5. A message will confirm the successful processing of the input data. 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 date.
Copy an Existing Work Order with Financials

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, a message will display.

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

   NOTE: You must change the Pay Date for each member’s contribution to the correct Pay Date you are submitting. When you copy the file the Pay Date 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.

4. You will see the Summary screen. Validate the information is correct and click 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.

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

6. A message will confirm the successful processing of the input data. 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 date.
**Populate Work Order via File Upload**

2. Click **Browse** to select the contribution file to be uploaded to the Work Order.

   ![Browse button](image)

   **Note**: Acceptable file formats include:
   - .TXT
   - .XLSX

3. Click **Upload**

   ![Upload button](image)

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.

   ![Error Validation](image)

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

   ![Confirmation screen](image)
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 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. 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 record-keeping system and are only for display by the Voya Data Gateway system.
  - 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.
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.

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 Payroll Help Line at 877-806-5652.
3. Click **Reset Work Order**
4. 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.

**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.

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

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**

1. Click **View All Participants**
2. Enter data corrections as needed
3. Click **Complete**. You will see the Summary page.

![Work Order Entry Screen]

**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 a screen of totals of the data entered in the work order.
- Click **Change Entry Method** to select an available population method. 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**.

![Work Order Submission Status](image1)

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](image2)

6. Click **View Work Order Detail**

![Work Order Submission Status](image3)
The Work Order Details page will indicate the Status is Complete.
Exception Work Order
As an alternative to immediate error correction, records with errors can be moved to an exception work order for correction at a later time.

Screen Options
- Click **Cancel** to return to the landing screen without saving the data currently entered
- Click **View All Participants** to display a view of all the Work Order data
- Check the **Move Exception** checkbox to identify individual participants who will be moved to an Exceptions Work Order when Move Exceptions (below) is selected. If the checkbox is de-selected, the participant will not be moved to an Exceptions 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 Exceptions 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 requests 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](image1)

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

![Work Order Validation Messages](image2)

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](image3)
4. If all records were moved to an exception work order, you should see no participant validation messages. Click Complete.

5. You will see the Summary screen. Validate the information is correct and click Submit.
6. You will see a screen similar to the one below. Click **Close**. You will see the Summary screen.

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

---

**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.

---

**Work Order: Exception work order example**

**Summary**

<table>
<thead>
<tr>
<th>Financial Summary</th>
<th>Non-Financial Summary</th>
</tr>
</thead>
<tbody>
<tr>
<td>After-Tax $69.73</td>
<td>Participant Count 8</td>
</tr>
<tr>
<td><strong>TOTAL $69.73</strong></td>
<td>RCC paid this period $13,050.00</td>
</tr>
<tr>
<td></td>
<td>RCC less pick-ups $12,749.57</td>
</tr>
<tr>
<td></td>
<td>URCC $1,500.00</td>
</tr>
</tbody>
</table>

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. ET 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.**

![Work Order Detail](image)

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.**

![Work Order Detail](image)
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 and to change your mail delivery preferences.

- **Help**
  - Provides basic troubleshooting information for the site.

- **Contact Us**
  - Allows you to submit questions and comments to your Voya Plan Manager.

- **Logout**
  - Logs you out of Sponsor Web.