

The RSA Modernization Project



dpas

Frequent Enrollment Load Errors

March 12, 2018



File Certification Process

- 1) Employer Sends Enrollment File
- 2) Employer/RSA resolve Enrollment File Load Exceptions and Employer re-sends updated file (We are here)
- 3) Employer/RSA resolve Enrollment File Business Edit Exceptions and Employer re-sends updated file
- 4) Employer Sends Contribution File
- 5) Employer/RSA resolve Contribution File Load Exceptions and Employer re-sends updated file
- 6) Employer/RSA resolve Contribution File Business Edit Exceptions and Employer re-sends updated file
- 7) File Certification is now complete. RSA will begin training on ESS Portal processes and functionality.

Error Code Severity

- ◆ There are five separate severities seen on the Outstanding Load Error Report:
 - ✦ Error – A record with a severity error of “Error” will require the agency to fix the problem in the file and re-upload or edit this record via manual entry within the ESS Portal.
 - ✦ Warning – A record with a severity error of “Warning” will require the agency to override the warning within the ESS Portal.
 - ✦ Informational – A record with a severity error of “Informational” requires no action from the agency to continue to load the file in the ESS Portal. However, they may need to change info in their system or investigate the difference.

Error Code Severity

- ◆ There are five separate severities seen on the Outstanding Load Error Report:
 - ◆ Reject Record – A record with a severity error of “Reject Record” will require the agency to fix a problem with this record within their file and re-upload the file. These errors cannot be fixed within the ESS Portal.
 - ◆ Reject File – A record with a severity error of “Reject File” will require the agency to fix a problem with the file and re-upload the file. These errors cannot be fixed within the ESS Portal.

Frequent Load Errors

- ◆ ER0026 - Contribution Group code is blank or is not valid.
 - ◆ Severity – Error
 - ◆ The information reported in this field must correspond to a Contribution Group listed in the Process Contribution/Enrollment File Format. This field cannot be blank. This error is most commonly triggered due to blanks being reported.

| PID | SSN | Employee Name | Error Code | Error Description | Severity | Line Number | Error Field and Value |
|----------|-------------|--------------------------|------------|---|----------|-------------|-----------------------|
| 12345678 | XXX-XX-1234 | MOUSE, MICKEY FAUNTLEROY | ER0026 | Contribution Group code is blank or is not valid. | Error | 4 | Contribution Group : |

For more information on Contribution Groups – Appendix 4.1 in Process Contribution/Enrollment File Format (pages 32-33)

Frequent Load Errors

- ◆ ER0032 - PID is not numeric.
 - ◆ Severity – Reject Record
 - ◆ This value should equal the RSA Personal Identification Number. The field is conditional along with SSN. Therefore, if an SSN is provided, PID is not necessary. This error is most commonly triggered when zeros are entered instead of blanks.

| PID | SSN | Employee Name | Error Code | Error Description | Severity | Line Number | Error Field and Value |
|----------|-------------|--------------------------|------------|---------------------|---------------|-------------|-----------------------|
| 12345678 | XXX-XX-1234 | MOUSE, MICKEY FAUNTLEROY | ER0032 | PID is not numeric. | Reject Record | 2 | PID : 00000000 |

Frequent Load Errors

- ◆ ER0041 - Date of Birth is not valid or does not match the existing data for this employee.
- ✦ Severity – Error
- ✦ This error is most commonly triggered due the reported Date of Birth not matching the Date of Birth held by the RSA.

| <u>PID</u> | <u>SSN</u> | <u>Employee Name</u> | <u>Error Code</u> | <u>Error Description</u> | <u>Severity</u> | <u>Line Number</u> | <u>Error Field and Value</u> |
|------------|-------------|--------------------------|-------------------|---|-----------------|--------------------|------------------------------|
| 12345678 | XXX-XX-1234 | MOUSE, MICKEY FAUNTLEROY | ER0041 | Date of Birth is not valid or does not match the existing data for this member. | Error | 1 | Date of Birth: 11181928 |

7

Frequent Load Errors

- ◆ ER0046 - Primary Address Line is blank or not valid.
- ✦ Severity – Error
- ✦ Per the File Format, the values in this field should only be Alphanumeric (no special characters). This error is most commonly triggered due to special characters being included.

| <u>PID</u> | <u>SSN</u> | <u>Employee Name</u> | <u>Error Code</u> | <u>Error Description</u> | <u>Severity</u> | <u>Line Number</u> | <u>Error Field and Value</u> |
|------------|-------------|--------------------------|-------------------|---|-----------------|--------------------|--|
| 12345678 | XXX-XX-1234 | MOUSE, MICKEY FAUNTLEROY | ER0046 | Primary Address Line is blank or not valid. | Error | 30 | Address Line 1 : 500 SOUTH BUENA VISTA ST. |

8

Frequent Load Errors

- ◆ ER0075 - Secondary Address line is not valid.
- ✦ Severity – Error
- ✦ Per the File Format, the values in this field should only be Alphanumeric (no special characters). This error is most commonly triggered due to special characters being included.

| <u>PID</u> | <u>SSN</u> | <u>Employee Name</u> | <u>Error Code</u> | <u>Error Description</u> | <u>Severity</u> | <u>Line Number</u> | <u>Error Field and Value</u> |
|------------|-------------|--------------------------|-------------------|--------------------------------------|-----------------|--------------------|------------------------------|
| 12345678 | XXX-XX-1234 | MOUSE, MICKEY FAUNTLEROY | ER0075 | Secondary Address line is not valid. | Error | 119 | Address Line 2 : #70 |

9

Frequent Load Errors

- ◆ ER0077 - Days Annually Expected to Work are not valid.
- ✦ Severity – Error
- ✦ Per the File Format, this field cannot be blank or zero. This field is required for TRS agencies. A blank value is allowed and assumed for ERS agencies. This error is most commonly triggered due to a zero being reported.

| PIR | SSN | Employee Name | Error Code | Error Description | Severity | Line Number | Error Field and Value |
|----------|-------------|--------------------------|------------|---|----------|-------------|-------------------------------------|
| 12345678 | XXX-XX-1234 | MOUSE, MICKEY FAUNTLEROY | ER0077 | Days Annually Expected to Work are not valid. | Error | 28 | Days Annually Expected to Work: 000 |

10

Frequent Load Errors

- ◆ ER0078 - Number of Months Paid are not valid.
- ✦ Severity – Error
- ✦ Per the File Format, TRS employers must provide an integer value between 9 and 12. ERS employers must be = 12. This error is most commonly triggered due to a zero being reported.

| PIR | SSN | Employee Name | Error Code | Error Description | Severity | Line Number | Error Field and Value |
|----------|-------------|--------------------------|------------|--------------------------------------|----------|-------------|---------------------------|
| 12345678 | XXX-XX-1234 | MOUSE, MICKEY FAUNTLEROY | ER0078 | Number of Months Paid are not valid. | Error | 2 | Number of Months Paid: 00 |

11

Frequent Load Errors

- ◆ ER0501 - LOA Status Effective Date is blank or invalid.
- ✦ Severity – Error
- ✦ Per the File Format, this field cannot be blank.
- ✦ The initial Enrollment File should report a LOA Status Effective Date for the most recent LOA Status change, unless currently on LOA.
- ✦ If an employee has never been on unpaid LOA, the LOA Status Date for their enrollment should equal their Enrollment Begin Date.
- ✦ If the LOA Status field is changed, the RSA system expects an update to the LOA Status Effective Date.
- ✦ This error is most commonly triggered due to blanks being reported.

12

Frequent Load Errors

◆ ER0501 - LOA Status Effective Date is blank or invalid.

| <u>PID</u> | <u>SSN</u> | <u>Employee Name</u> | <u>Error Code</u> | <u>Error Description</u> | <u>Severity</u> | <u>Line Number</u> | <u>Error Field and Value</u> |
|------------|-------------|---------------------------|-------------------|--|-----------------|--------------------|------------------------------|
| 12345678 | XXX-XX-1234 | MOUSE, MICKEY FAUNTLEEROV | ER0501 | LOA Status Effective Date is blank or invalid. | Error | 149 | LOA Status Effective Date : |

9

Frequent Load Errors

◆ ER0509 - Scheduled Units Effective Date is not valid.

- ✦ Severity – Error
- ✦ Per the File Format, this field cannot be blank.
- ✦ The initial Scheduled Units Effective Date for an employee should match the date of the most recent scheduled units changed for that enrollment record.
- ✦ If an employee has never had a change in scheduled units, the Scheduled Units Effective Date should equal their Enrollment Begin Date.
- ✦ Any change in the Scheduled Units to Work per Week field should result in an updated date in this field.
- ✦ This error is most commonly triggered due to blanks being reported.

14

Frequent Load Errors

◆ ER0509 - Scheduled Units Effective Date is not valid.

| <u>PID</u> | <u>SSN</u> | <u>Employee Name</u> | <u>Error Code</u> | <u>Error Description</u> | <u>Severity</u> | <u>Line Number</u> | <u>Error Field and Value</u> |
|------------|-------------|---------------------------|-------------------|--|-----------------|--------------------|----------------------------------|
| 12345678 | XXX-XX-1234 | MOUSE, MICKEY FAUNTLEEROV | ER0509 | Scheduled Type of Units Worked is not valid. | Error | 28 | Scheduled Type of Units Worked : |

15

Frequent Load Errors

- ◆ ER0511 - Scheduled Full Time Units per week is not valid.
- ✦ Severity – Error
- ✦ Per the File Format, this field cannot be zero or blank. This error is most commonly triggered due to zeros or blanks being reported.

| PID | SSN | Employee Name | Error Code | Error Description | Severity | Line Number | Error Field and Value |
|----------|-------------|--------------------------|------------|--|----------|-------------|---|
| 12345678 | XXX-XX-1234 | MOUSE, MICKEY FAUNTLEROY | ERS011 | Scheduled Full Time Units per week is not valid. | Error | 28 | Scheduled Full Time Units per Week : 000.00 |

16

Frequent Load Errors

- ◆ ER0517 – Tier/Group {Tier/Group Submitted} is not valid for {First Name} {Middle Name} {Last Name} and has been overwritten with Tier/Group {Derived Tier/Group}.
- ✦ Severity – Informational
- ✦ This error occurs when the Tier submitted on an agency's file is different than the Tier held by RSA. For example, an agency does not know one of their part-time employees participates with another agency (as Tier 1) and sends the employee as Tier 99. This informational messages is to let the employer know the RSA has a different Tier, and has overwritten Tier 99 with Tier 1 for this employee's enrollment record.

17

Frequent Load Errors

- ◆ ER0517 – Tier/Group {Tier/Group Submitted} is not valid for {First Name} {Middle Name} {Last Name} and has been overwritten with Tier/Group {Derived Tier/Group}.

| PID | SSN | Employee Name | Error Code | Error Description | Severity | Line Number | Error Field and Value |
|----------|-------------|--------------------------|------------|---|----------|-------------|-----------------------|
| 12345678 | XXX-XX-1234 | MOUSE, MICKEY FAUNTLEROY | ERS017 | Tier/Group 99 is not valid for MICKEY FAUNTLEROY MOUSE and has been overwritten with Tier/Group 01. | Info | 28 | Tier/Group : 99 |

18

Next Steps

- ◆ Please fix the exceptions in your file which were sent to you by RSA staff (via Outstanding Load Error Report).
- ◆ Send the corrected file back to RSA staff via secure file transfer.
 - ◆ Please send the corrected file back no later than Wednesday, March 14th
- ◆ RSA staff will run business edit validations on the corrected file and report any exceptions back to you.
