

# What to Do After Uploading a PERM File or Salary/Address Update File

This document describes the required follow-up process after uploading PERM or Salary/Address Update files to the MyOEBB Admin Portal. This process helps you identify whether your file loaded successfully, and to identify and resolve any errors that may have occurred.

Instructions and templates for creating and uploading PERM Files and Salary/Address Update files can be found on the home page of the MyOEBB Admin Portal.

## How to Guides for MyOEBB

- How to Add a Dependent
- How to Add a New Hire
- How to Change Active Employment to Retiree
- How to Change Domestic Partner to Spouse
- How to Change Salary
- How to Change to Self Pay/OEBB Administration Retiree
- How to Enter a Mass Lock Out
- How to Process a Change in Employment
- How to Remove a Dependent
- How to Reset a Member Password
- How to Save an Invoice as an Excel File
- How to Terminate a Subscriber with Benefits
- How to Update an Address
- PERM FILE - Educational Entities
- PERM FILE - Local Governments
- PERM FILE - Salary/Address Update

## OEBB Resources

- MyOEBB Helpdesk-1 (888)4MY-OEBB or 1 (888)469-6322
- MyOEBB QSC Detailed Matrix Guide
- MyOEBB Security Access and Termination Form
- OEBB Administrative Rules
- OEBB Forms
- OEBB Plan Rates and Domestic Partner Imputed Values
- PERM File Excel Template
- Salary/Address Update File Format Template
- Salary/Address Update File Template with Tips - delete Row 2

## Upload the File on the Payroll Interface Page

This is just a recap of the file upload steps found in the How to Guides.

1. Log in to the MyOEBB Admin Portal.
2. Navigate to the **Payroll Interface** screen.

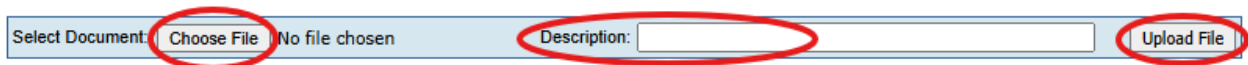


Note: **Do not** load this file into Document Management. The automated process does not look there.

3. Select your entity at the top of the screen.

4. Ensure the file and file name match all required formatting standards detailed in the How to Guide. The file name must include the current date, allowing the automated job to identify and process it.

5. Click the “Choose File” button, locate and select the file you wish to upload, enter a brief description in the “Description” field (example: March Salary Updates), then click the “Upload File” button on the far right to upload your file.



The screenshot shows a horizontal interface bar with a light blue background. On the left, it says "Select Document:" followed by a "Choose File" button and the text "No file chosen". In the center, there is a "Description:" label followed by a text input field. On the right, there is an "Upload File" button. Three red circles are drawn around the "Choose File" button, the "Description:" text and its input field, and the "Upload File" button.

## Overnight System Processing

After the file is uploaded, the MyOEBB system does not process it immediately.

An automated job runs daily at 6:00 PM and processes files that include the current date in the file name.

During processing, the system validates the overall format of the file first, then each record in the file.

The results will be available the following morning.

## Next Morning Verification

1. Log in to the MyOEBB Admin Portal the morning after you upload the file (or the next business day).

2. Navigate to the Payroll Interface screen.

Payroll Interface				
Entities: <input type="text" value="SD 1"/>				
File	Description	Uploaded	Processed	
<a href="#">PI197604162026PI.txt</a>	5-1-26 salary effective date	04-16-26	Processed	✘
<a href="#">PI197603182026PI.txt</a>	4-1-26 salary effective date	03-25-26	Processed	✘
<a href="#">PI197602192026PI.txt</a>	3.1.26 salary effective date	02-24-26	Processed	✘
<a href="#">PI197601202026PI.txt</a>	2.1.2026 salary date	01-20-26	Processed	✘
<a href="#">PI197612102025PI.txt</a>	1.1.26 salary effective date	12-12-25	Processed	✘
<a href="#">PI197611142025PI.txt</a>	12.1.25 salary effective date	11-14-25	Processed	✘
<a href="#">PI197610272025PI.txt</a>	11.1.2025 salary effective date v3	10-27-25	Processed	✘
<a href="#">PI197609192025PI.txt</a>	10-1-2025 salary effective date	09-19-25	Processed	✘
<a href="#">PI197608202025PI.txt</a>	9-1-2025 salary effective date	08-20-25	Processed	✘
<a href="#">PI197607212025PI.txt</a>	8-1-2025 salary effective date	07-21-25	Error	✘
<a href="#">PI197601620255PI.txt</a>	6-30-2025 BEA salary effective date	06-16-25	Error	✘
<a href="#">PI197605312025PI.txt</a>	6-1-25 salary effective date	05-21-25	Error	✘
<a href="#">PI197604212025PI.txt</a>	5-1-25 salary effective date	04-21-25	Processed	✘
<a href="#">PI197603192025PI.txt</a>	4-1-25 salary effective date	03-19-25	Processed	✘

3. Locate the file you uploaded the previous day (normally the first item).

4. In the far right column labeled Processed, verify the status of the file:

- **If the file status shows “Processed,”** the nightly job has completed validation of your file. You can move on to “Navigate to Pending Action Items”.
- **If the file status still shows “Unprocessed,”** the job did not recognize the file and therefore did not even try to process it. Some reasons for this may be:
  - a) If you loaded it after 6pm, you missed the pick-up time. Rename the file with the current date and reload it before 6pm to try again.
  - b) If you loaded it before 6pm, the file name must be incorrect. Check the How to Guide to get the correct file naming format, correct the file name using the current date and try again.
- **If the file status shows “Error,”** the job recognized the file and tried to process it, but the header row within the file did not match the requirements so the job could not proceed. Check the How to Guide for the correct header format, correct the header row and any data in the file that may need it, rename the file with the current date and try again.

## Navigate to Pending Action Items

1. After confirming that the file shows Processed on the Payroll Interface page, click Home in the upper-left corner of the MyOEBB Admin Portal.



2. On the Home page, locate the Pending Action Items section. This section appears in the upper-left area of the page and should be immediately visible without scrolling.

3. Click the link labeled: “Click here to see your pending action items.”



4. A bullet list will appear showing your various action items.

## Access the Payroll Interface Rejection List

1. Once you see the bullet list of Pending Action Items, locate the bullet that reads: “There are #### Payroll Interface Rejections.” (The #### represents the number of error records generated during the nightly processing of your uploaded file.)

## Home

### Pending Action Items

- There are [redacted] Invalid Login Attempts in past 3 days.
- You have [redacted] files to download.
- There are [redacted] persons whose affidavits are pending.
- There are [redacted] multiple active lead employments found.
- There are [redacted] persons having Active QSCs.
- There are [redacted] persons having unsaved enrollments.
- There are [redacted] persons who have opted out of medical coverage.
- There are [redacted] persons who have pending Termination Approvals.
- There are [redacted] Pending Coverage requests.
- There are [redacted] Payroll Interface Rejections.
- There is [redacted] Member whose Employment needs to be created.

2. Click this Payroll Interface Rejections link to open the detailed list of errors.

3. The system will display the Payroll Interface Rejection List, which contains one row for each record in your file that errored. These records did not load.

4. You can sort the results ascending or descending by clicking the up or down triangles in the header of the column. You may also use the search boxes at the top of the screen to filter the list down to particular records.

Payroll Interface Rejection						
Last Name		First Name		Entity	Error Description	
Err Date	Last Name	First Name	Employee ID	Entity	Error Description	Delete
15-AUG-25	[redacted]	[redacted]	[redacted]	[redacted]	Invalid characters in Residential Address Line 1	<input type="checkbox"/>
15-AUG-25	[redacted]	[redacted]	[redacted]	[redacted]	Invalid characters in Residential Address Line 1	<input type="checkbox"/>
15-AUG-25	[redacted]	[redacted]	[redacted]	[redacted]	Invalid characters in Gender	<input type="checkbox"/>
15-AUG-25	[redacted]	[redacted]	[redacted]	[redacted]	Invalid characters in Residential Address Line 1	<input type="checkbox"/>

5. You can export the results to Excel using the button at the bottom of the screen.



If you used the search boxes to filter your results, the Excel export will contain only the filtered results. To export all errors, click the Reset button at the bottom of the screen to clear all filters, then click the Save to Excel button.

## Identify and Correct Errors

Review the error message for each rejected record. Here are examples of common errors and how to correct them.

**Invalid characters in Residential Address Line 1** – The file will not accept the # symbol and often the address field contains this symbol to indicate an apartment or unit number. The # symbol should be replaced with “APT”, “NUM”, or “UNIT” etc., to convey the address without using the # symbol.

**Invalid characters in Gender** – The MyOEBB system has only three gender code options: M, F, or O. Unfortunately, the automated file process cannot process the “O”. If a member has a gender code other than M or F, their updates will need to be processed manually until we can get our system upgraded.

**EmpMem type can not be updated for an already existing member.** – This means the Employment Type and Member Type included in the file does not match the Employment Type and Member Type existing in the system. It’s possible the file included incorrect codes, or it’s possible the member has experienced an employment change at some point and the MyOEBB system was not updated to reflect the change. As the error states, employment changes cannot be processed by a file upload, those changes must be processed manually following the instructions found on the Home Page:

### How to Guides for MyOEBB

- How to Add a Dependent
- How to Add a New Hire
- How to Change Active Employment to Retiree
- How to Change Domestic Partner to Spouse
- How to Change Salary
- How to Change to Self Pay/OEBB Administration Retiree
- How to Enter a Mass Lock Out
- **How to Process a Change in Employment**
- How to Remove a Dependent
- How to Reset a Member Password
- How to Save an Invoice as an Excel File
- How to Terminate a Subscriber with Benefits
- How to Update an Address
- PERM FILE - Educational Entities
- PERM FILE - Local Governments
- PERM FILE - Salary/Address Update

If you find you have a large number of these errors and need help getting a large number of employment changes into MyOEBB, please contact us. We’re happy to help you get old errors cleaned up so our system matches yours.

**Member can not be updated please verify the SSN of the member.** – This really means the system was unable to match the data provided to an existing member in our system. This could indicate a discrepancy in:

- Name spelling (often a last name hyphenated in one system and not the other)
- Date of birth
- Gender
- SSN

Pull up the member’s record in MyOEBB and compare the data in the file to the data in MyOEBB. If you find a discrepancy in name, date of birth, or gender, determine which system is correct, then correct the other system to match. If all the visible fields match exactly, then there is probably a discrepancy in the SSN, which isn’t visible in MyOEBB. Upload a Word document with the correct SSN into Document Management and notify OEBB of the issue. We will research on our side and help you get the SSN corrected if necessary.

**New Employment overlapping with existing employment** – A member can only have one employment in MyOEBB at any given time, so this error pops up when you are trying to hire someone with a Hire Date that is earlier than the Termination Date from their previous employment. Notify OEBB of this error and the Hire Date you are trying to use. We can adjust the termination date on the previous employment so the records won’t overlap.

**Active Match of the Member has been found in the system, Member can not be added through the automated interface.** – If you’re attempting to hire a member who is already in our system, you must hire that person manually using the instructions on the Home Page

### How to Guides for MyOEBB

- [How to Add a Dependent](#)
- [How to Add a New Hire](#)
- [How to Change Active Employment to Retiree](#)
- [How to Change Domestic Partner to Spouse](#)
- [How to Change Salary](#)
- [How to Change to Self Pay/OEBB Administration Retiree](#)
- [How to Enter a Mass Lock Out](#)
- [How to Process a Change in Employment](#)
- [How to Remove a Dependent](#)
- [How to Reset a Member Password](#)
- [How to Save an Invoice as an Excel File](#)
- [How to Terminate a Subscriber with Benefits](#)
- [How to Update an Address](#)
- [PERM FILE - Educational Entities](#)
- [PERM FILE - Local Governments](#)
- [PERM FILE - Salary/Address Update](#)

This will give you a Member Match pop-up message so you can accept the match.

There are many other error messages that may appear, but most are self-explanatory. If you receive an error message you don't understand, feel free to reach out to OEGB. We're happy to help you understand and resolve it.

Once you've identified the meanings of the errors, you can resolve those that must be resolved manually. For others, you may want to create another file with the corrected data and try the upload process again, or if there aren't many, you may find it easier to just correct them all manually.

## Delete Resolved Error Messages

Once you have reviewed and resolved your errors, you should delete them. This will make it easier for you to recognize when new errors appear, and to know when you have addressed everything.

To delete an error message, select the check box to the right of the message(s) you want to delete, then click the Delete button at the bottom of the page

27-AUG-25					SSN found but not with this agency. Member has active employment with some other institute, Please contact OEGB.	<input type="checkbox"/>
10-SEP-25					SSN found but not with this agency. Member has active employment with some other institute, Please contact OEGB.	<input checked="" type="checkbox"/>
04-DEC-25					SSN found but not with this agency. Member has active employment with some other institute, Please contact OEGB.	<input type="checkbox"/>
24-APR-26					SSN found but not with this agency. Member has active employment with some other institute, Please contact OEGB.	<input checked="" type="checkbox"/>

Results are limited - Please refine your Search, or use NEXTPAGE / PREVPAGE to Navigate through pages.

[Search](#) [Reset](#) [Delete](#) [Select All](#) [UnSelect All](#) [NextPage](#) [Save to Excel](#)

If you have many errors you want to delete, you can use the Select All button to check them all, and then click the boxes to uncheck the few you want to keep. You can also use the UnSelect All button if you wish to clear all the checkmarks and start again. The Select All button will only select the errors visible on that page, so if you have multiple pages of errors you can use this button without worrying that you may delete items you can't see. You can use this button over and over on each page until you have deleted everything you want to delete.

Once you have resolved all your errors and deleted them all, you should no longer see the Payroll Interface Rejections alert on your home page. This gives you a clean slate for your next file upload, so when that alert pops up again you know it's flagging current items needing your attention.