OREGON PERS
PUBLIC EMPLOYEES RETIREMENT SYSTEM

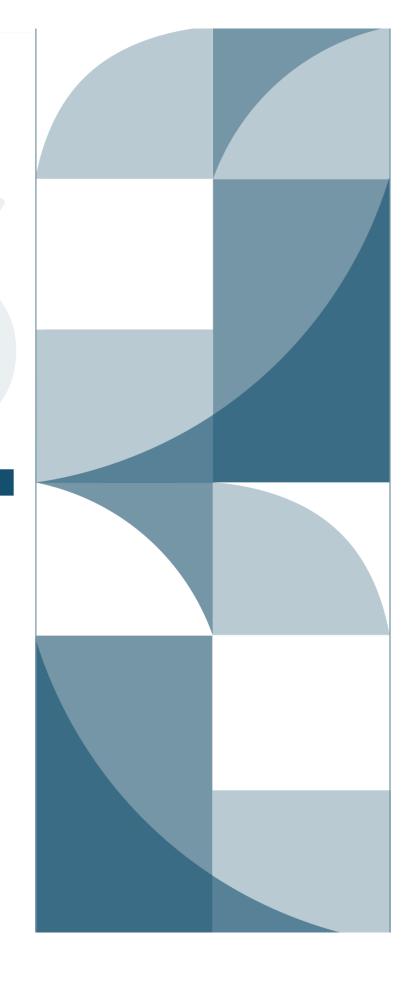# Correcting
Suspended
Records

This guide lists common reporting errors and provides step-by-step instructions for correcting them.

**Employer
Service
Center**

Contents

List of error messages in this guide by topic

Introduction

When you complete all the records in a report and release it, Employer Data Exchange (EDX) checks every record in the report for general correctness in its overnight batch run. For example, the numbers add up, all required fields are completed correctly, data submitted are logical.

If EDX detects a possible error in a record, it does not process, or "post," the record. Instead, it "suspends" it. It displays an automated message in the record identifying the type of error and a brief explanation. EDX will post the other, correct records in the same report, but at least 85% of the records in a report must be correct or EDX will not post any of the records in the report.

How to find your error message in this guide

This guide explains how to find and correct suspended records. It also serves as a reference for looking up specific error messages. You can look up specific error messages in any of these ways:

1. Search for it by subject in the table of contents under Error Messages by Subject. Click a subject to jump to it.

2. Look for it in the Error Messages by Topic List on pages 3 and 4. When you find it, click the error message to jump to it.

3. Check the list in the "Five Most Common Error Messages" section on the next page.

4. Search for it by clicking Ctrl + F (Command + F on a Macintosh) and enter a few words from the error message in the search box.

Benefits of immediately correcting suspended records

It is very important to stay on top of unposted reports by correcting suspended records.

The data in a record are not entered into an employee's PERS account until the record posts. Having data stuck in a suspended record can:

- Make your employees' **accounts out of date**, showing them inaccurate reports in their member annual statements, Online Member Services accounts, and retirement benefit estimates.

- Confuse your **accounting**.

- Lead to **extra work** down the road.

It can also **hurt your budget**. All records posted and paid by year end receive Individual Account Program (IAP) earnings paid by the PERS Fund. Records that are not posted in time have their earnings charged to you.

To learn more about factors that affect your PERS costs, read employer guide 28, *How to (Potentially) Reduce Your Bill*.

Five most common error messages

Error message	Cause(s)	Solution(s)
S – the SSN entered is not found to have a record of open employment with this employer.	Someone entered the Social Security number incorrectly. or Records were not submitted in the right order. PERS reporting sequence needs to be in chronological order. For example, a Detail 2 wage record will not post unless a new-hire record for the employee has already posted.	You need to report a Detail 1 Member Demographics record to indicate someone is your employee in EDX prior to submitting any wage records for an individual.
S – The reported member contributions are not within five cents of the calculated member contributions of $XXX.XX and wage code is 01, 04, 05, 06, 08, 11, or 16.	You have calculated the IAP contribution (MPPT, MPAT, or EPPT) incorrectly. Contributions to member IAP accounts are 6% of all wages that are defined as PERS subject salary (check the Payment Categories chart for exclusions to subject salary). For a complete, legal definition of "salary" for a Tier One/Tier Two member, see ORS 238.005(26). For an OPSRP member, see ORS 238A.005(17).	Verify your gross salary (sum of all salaries) is correct. Verify that the IAP amount is 6% of all subject salary.
S – Member is not eligible to receive contributions on this record.	You used a positive-adjustment wage code or a 01 – Regular Wages wage code and included 6% of salary IAP contributions. However, the employee either: ▪ Has not yet met membership requirements. ▪ Is not working in a qualifying position.	Check the wage code used in the record. Either the wage code needs to change to 02 - Non-Qualifying, the contributions need to be removed (if employee is in wait time), or the position type needs to change to active service. If the position type needs to change, submit a Demographic Correction Request (DCR) requesting the change.

Continued

Error message	Cause(s)	Solution(s)
S – Dates reported correspond to a Non-Qualifying Service segment on file; only wage codes of 02, 14 can be reported for Non-Qualifying Service segments.	You used a qualifying wage code for a work period in which the employee was in a non-qualifying position. or You assigned the employee an incorrect hire intent. or You assigned the employee the wrong position type. Position Service segments (also called position types) are established by posting a Detail 1 member demographic new-hire record or by submitting a Demographic Correction Request to ask PERS staff to change the position type.	Change the wage code. Only a 02 wage code will post to non-qualifying service segment. Only a 01 wage code or a positive-adjustment wage code will post to an active service segment. Or You need to correct the employee's hire intent and position type to active service by submitting a Demographics Correction Request (DCR). Or Change position type to active service when member has reached 600 hours in a calendar year by submitting a DCR to PERS.
S – Employee has 600 or more hours of service reported in the plan year; wage code '02 – Regular/ Non-Qualifying' may not be used.	Why are the hours over 600? Did they have concurrent employment? 600 hours or more with all PERS employment in any calendar year makes a position qualifying, regardless of hire intent.	Submit a DCR to change position type from non-qualifying service to active service. See next section in this guide for more information on avoiding this common error.

Four error types: S, B, F, VLID

Error	Explanation	Examples
Suspended	This is the most common error status. A record receives this status when EDX finds a definite mistake; for example, information in different fields does not match, numbers are not added correctly, the wage code entered does not match the employee's job status, or a non-qualifying position has surpassed 600 hours.	S - Subject Salary, Regular is greater than Gross Salary. S - Employee has 600 or more hours of service reported in the plan year; wage code '02 - Regular/Non-Qualifying' may not be used.
Bad Format	The format of your uploaded or entered data is incorrect.	B - Date of Birth must be numeric. B - Last Day Service must be 8 characters.
Flagged	EDX found a possible error based on checking the reasonableness of your data. Review the record to ensure the information is correct. If it is, the record will post when the rest of the report posts.	F - The Hours Worked (Regular) are greater than 200. F - The Regular Hours are zero and the wage code is 01.
Valid	This is the least common error status. There are several reasons why a record may be flagged "VLID." The most common reasons are (1) 15% or more of a report's records have errors and (2) multiple records for one member exist in the same report and at least one of those records is suspended. You may need to contact your ESC account representative for help.	*Scenario 1:* You used wage code 08 during an employee's wait time, but no 6% IAP contributions are due. Wage code 08 must have contributions included. *Scenario 2:* You filled in the Average OT Hours and/or Job Class Code fields on the employee's Detail 1 and Detail 2 records. However, these fields are only required on Detail 1 new-hire records. For all other records, leave these fields blank. In most cases, the Valid status for this situation is found in the Detail 2 record.

Finding suspended records in EDX

To find your suspended records, follow these instructions.

1 Log on to EDX.

2 If you report for multiple employers, select an employer from the Switch Employer drop-down box (upper right of your screen), if not already selected. If you only report for a single employer, you will not see the Switch Employer drop-down box; your employer will already be selected.

3 In the Site Navigation menu, select **Work on Reports**.

4 Select "Work with Unposted Reports" from the list of links or scroll down to Unposted Regular Reports or Unposted Demographics and Adjustment Reports.

5 Find the report you want under Unposted Regular Reports or Unposted Demographics and Adjustment Reports and identify it by the date submitted or the report date.

6 To see which records are suspended, click "edit" on the row for that report.

7 On the next screen, under option 3 – Unposted Records, EDX displays a list of records and their suspended status. Click "select" for a record to open it and see the error message.

OPTION 3 - UNPOSTED RECORDS

Click on a record to make changes to the record. The following page will provide you with a list of errors found during the last nightly validation batch run for each employee record in this list.

Page# 1

Select Record	SSN	Employee Name	Reported Wage Code	Status	Record Type
select			Positive Adjustment	Suspended	DTL2
select			Positive Adjustment	Suspended	DTL2

The next section of this guide explains all the options EDX provides for addressing the records in a suspended report: delete, edit, view report, and view details.

Addressing suspended records

EDX gives four options for addressing a suspended record, which are explained in this section. This section explains each of these options, but "edit" is what you will use to correct suspended records.

- Delete.
- **Edit.**
- View Report.
- View Details.

UNPOSTED DEMOGRAPHICS AND ADJUSTMENT REPORTS

Status	Date Submitted	Report Date	Delete	Edit	Release / Un-Release	Reject/Edit Report	View Details	View Totals
Suspended	06/02/2022	06/04/2022	delete	edit	n/a	View Report	View Details	n/a
Suspended	09/07/2022	09/10/2022	delete	edit	n/a	View Report	View Details	n/a

Delete

The delete option deletes the whole report and all the records in it if no records in that report have posted yet. Choose this option if your report has too many errors and you want to start over.

EDX will prompt you to confirm the deletion. EDX then returns you to the Work on Wage and Contribution Reports screen.

REPORT DELETION CONFIRMATION

ARE YOU SURE YOU WANT TO DELETE THIS REPORT?

Yes   No

Important: Once you delete a report, it cannot be restored.

Edit

The edit option displays a list of all suspended records in the report. Choose this option to open each suspended record and fix the errors.

When you click "edit," the Edit Retirement Detail Reports screen opens. It offers three options. Scroll to Option 3 – Unposted Records to see every record in the report that has a suspended status.

Click "select" to open a record.

EDIT RETIREMENT DETAIL REPORTS

? Tell Me More

You may view, add, or edit any unposted records on the current report.

OPTION 1 - FINISHED EDITING THIS REPORT?

Finished Editing This Report? Click the **Done** button to return to the Work on Retirement Detail Reports page. You may re-edit this report at any time in the future until all records on the report are posted.

[Done]

OPTION 2 - ADD OR EDIT A RECORD

You may add a new record or edit an existing record. Enter a Social Security Number to view or edit a record for that employee. Or add a new record by entering the Social Security Number and completing the form that appears on the following page.

SSN [   ]

[Add or Edit Record]

OPTION 3 - UNPOSTED RECORDS

Click on a record to make changes to the record. The following page will provide you with a list of errors found during the last nightly validation batch run for each employee record in this list.

Page# 1

Select Record	SSN	Employee Name	Reported Wage Code	Status	Record Type
select			Positive Adjustment	Suspended	DTL2
select			Positive Adjustment	Suspended	DTL2

The record opens and displays a message in red at the top identifying the error(s).

ADD/EDIT A MEMBER RECORD

The status of this member record is: **Suspended**

> ⊘ **Error Messages For Member**
>
> S - Dates reported correspond to a Leave of Absence segment on file; only wage codes of 06, 08, 14 can be reported for Leave of Absence segments.

Correct the errors on the record and click **Save** at the bottom of the screen. If you need help understanding or fixing the error(s), contact your ESC representative. Representatives and instructions for calling them are listed on the PERS Employers website.

View report

The view report option displays a Reject/Edit report of all the suspended records in the report with the reason or reasons why each one was suspended.

REJECT/EDIT REPORT

Return to report summary page

OREGON PUBLIC EMPLOYEES RETIREMENT SYSTEM
REJECT/EDIT REPORT

Organization

Report Date   07/29/2022

SSN	Last Name	First Name	Record Type	Record Status	Pay Date
			DTL2	SUSP	07/22/2022

S - Dates reported correspond to a Family Leave segment on file; only wage codes of 06, 08, 14 can be reported for Family Leave segments.
S - The reported member contributions are not within five cents of the calculated member contributions of $48.75 and wage code is 01, 04, 05, 06, 08, 11, or 16

SSN	Last Name	First Name	Record Type	Record Status	Pay Date
			DTL2	SUSP	07/29/2022

F - The Regular Hours are zero and the wage code is 01.
S - The employer reported wages are equal to zero and the wage code is not 05, 06, 14, 16 or 18.

To fix the errors in each record, click "Return to report summary page" (upper left of the screen) and then follow the instructions in the "Edit" section on the previous page of this guide.

View details

The view details option displays the status of every record in the report and its status (i.e., posted (PSTD) or suspended (SUSP)), separated by type.

When you click "view details," the Wage and Contribution Report screen opens. It will display the Detail 1 Records screen first. To view Detail 2 records, move your cursor to the Detail 2 tab and click.

WAGE AND CONTRIBUTION REPORT... DETAIL 1 RECORDS

Return to report summary page

Working with

Report Date   07/31/2022

Detail 1   Detail 2

You can choose whether reports are in order by Social Security number (SSN) or last name by clicking the underlined title of the column. The screen shows the information from every field of every record, so make sure to scroll to the right.

WAGE AND CONTRIBUTION REPORT... DETAIL 2 RECORDS

Return to report summary page

Working with

Report Date   05/31/2022

Detail 1   Detail 2

| Download as CSV | Previous | Next |

Record Status	SSN	Last Name	First Name	Pay Date	Work Period Begin Date
PSTD				05/20/2022	00000000
PSTD				05/20/2022	00000000
PSTD				05/20/2022	00000000

Error messages, causes, and solutions

This section lists common EDX error messages, their possible causes, and solutions for each error. Each message includes the error type:

Suspended: A definite error. EDX will not post until it is corrected.

Flagged: A possible error. EDX wants you to check it but not necessarily correct it.

Bad Format: There's a format error that needs to be corrected.

The error messages are numbered only for the use of this guide. Many errors overlap topics, so some errors will refer to an error listed under another subject.

If the solutions do not work or lead to another error message, reach out to your ESC account representative for help.

Contributions errors

Message 1	S - The reported member contributions are not within five cents of the calculated member contributions of $xx.xx and wage code is 01,04,05,06,08,11,16.
Error type	Suspended
Record type	Detail 2

Possible causes and solutions

Cause 1: If a dollar value appears, the Individual Account Program (IAP) contributions entered do not match the system calculation.

Cause 2: If a value of zero appears, EDX does not expect contributions. This is usually caused when you have entered contributions for a retiree or during an employee's waiting period.

Other causes: Other possible causes are improper classification of subject/non-subject salary, wrong calculation used, or changed contribution start date.

Solution: The member contribution (MPPT and MPAT) or employer contribution (EPPT) must be 6% of all payments that are considered subject salary for Chapter 238 Tier one/Tier Two and OPSRP Pension program members. Confirm that the employee is eligible for contributions and is not retired or in his or her waiting period.

Correct the record and resave.

Message 2   S - Member is not eligible to receive contributions on this record.

Error type   Suspended

Record type   Detail 2

Possible causes and solutions

Cause 1: You reported Individual Account Program (IAP) contributions on an employee's Detail 2 wage record, but EDX shows the employee as still in his or her six-month wait time.

Solution: Double check the employee's contribution start date (CSD) by looking up the employee through the View Employee Info function.

- If the CSD is correct and the employee is still in his or her wait time, edit the record to remove contributions and re-save the record.

- If you feel the CSD should be reviewed, submit a Demographic Correction Request (DCR) or contact your ESC account representative.

Cause 2: You reported IAP contributions on an employee's Detail 2 wage record, but the position type is non-qualifying service.

Solution: If the non-qualifying service position type is correct, change the wage code to 02 and remove contributions. However, if the employee has become qualifying through 600 or more hours of service for the year in question, send a DCR requesting a change in position type to "active service" for that year.

Employment status errors (retired, closed account, no open employment)

Message 1   S - Cannot report wage or employment information because this member is retired or their account is closed. Please contact PERS for more information.

Error type   Suspended

Record type   Detail 1 and Detail 2

Possible causes and solutions

Cause 1: The individual has returned to active employment, and you've submitted a Detail 1 record to rehire them. However, their retirement has not been canceled, which must happen before the person can be hired.

Solution: To hire a retiree who wishes to cancel their retirement and return to active service, you must first submit a Detail 1 Demographic record with status code 13 to cancel their retirement. After that posts, submit another Detail 1 with status code 01 to hire them.

Cause 2: You are hiring an employee who previously withdrew their membership from PERS. You submitted their first wage record at the same time as or before their Detail 1 new-hire record.

Solution: Submit a Detail 1 new-hire record for that employee. Upon posting of that record, resave the suspended Detail 2 wage and contribution records.

Cause 3: After an employee terminates employment, you submit Detail 2 wage records with pay dates that are more than 31 days after the member's posted termination date.

Solution: The solution to this scenario depends on the reason why the wages are this late. Contact your ESC representative for assistance.

Cause 4: The individual is returning to work part time as a retiree, but you have submitted a record with an active employment status.

Solution: The retiree must be hired with a retiree status code (usually 11), and their wages must be reported with a retiree wage code (usually 17).

For instructions on employing a PERS retiree, refer to employer guide 8, *Hiring a PERS Retiree*.

Message 2   S – The SSN entered is not found to have a record of open employment with this employer.

Error type   Suspended

Record type   Detail 2

Possible causes and solutions

See Social Security Number error message 1.

Message 3   S - The PERS status code is not 01, 11, 12, 13, or 15 and the SSN entered is not found to have a record of open employment with this employer.

                   Or

Message 4   S - The PERS status code is not '01' or '15' and the SSN entered does not represent a person on file.

Error type   Suspended

Record type   Detail 1

Possible causes and solutions

Cause 1: This error will most likely occur when you submit a Detail 1 02 (Termination) record for an employee, but a termination record has already been submitted for them and posted.

Solution: Check the individual's employment history through the EDX View Employee Info function. First, make sure that you have the correct SSN for that employee or that EDX has the correct SSN for that employee. If EDX has the wrong SSN, submit a Demographic Correction Request (DCR) to request that ESC correct the employee's SSN in EDX.

Second, if the posted employment history shows that the employee was terminated erroneously or on the wrong date, submit a DCR to cancel the previous termination or correct the date. Instructions are in employer guide 20, *Creating a DCR*.

Cause 2: You tried to hire them but did not use a 01 status code.

Solution: If you had the wrong status code in the record, change it to "01 – Qualifying New Hire," ensure the required fields are completed per *Detail 1 Member Demographics Fields* quick-reference guide, and save.

Cause 3: You are trying to change an employee's job. You submitted a Detail 1 termination record to end the previous job segment but the new-hire record to start the new job segment was not submitted or failed to post.

Solution: If no new-hire record was submitted, create one and submit it. If it suspended, correct the error(s) and save.

Continued

Cause 4: The Social Security number in the record you submitted is not in the EDX system either because the SSN entered in the new-hire record was incorrect or the SSN on file in EDX is incorrect.

>   **Solution:** Verify that the employee's Social Security number is correct in EDX. If it is and the new hire record posted, then the SSN in your suspended record may be incorrect. Correct it in your suspended record and save. If it is incorrect in EDX, submit a DCR requesting to have ESC correct the SSN in the employee's record.

Field empty, incomplete, or duplicated

Message 1   S – Job Class Code Cannot be Empty.

Error type   Suspended

Record type   Detail 1

Possible cause and solution

Cause: EDX will suspend a Detail 1 new-hire record if you do not select a job classification code.

>   **Solution:** Correct the record by selecting the appropriate job classification for the position and re-saving the record. Definitions of job classes are in the *Job Classification Codes* quick-reference guide.

Message 2   S - Multiple records for this SSN are included in this report. Each of record's PERS Job Class Code and Average Overtime Hours Code are unique and Work Period Begin and End dates overlap; begin, end dates overlap.

Error type   Suspended

Record type   Detail 1

Possible cause and solutions

Cause: This occurs when two records, one Detail 1 and one Detail 2, for the same Social Security number are submitted in the same report and contain duplicate information in any of the following fields: Job Class Code and Average Overtime Hours. EDX does not know which record is correct.

>   **Solution 1:** Enter this information only on a Detail 1 new-hire record. Do not fill in the Job Class Code and Average Overtime Hours fields on a Detail 2 record. Edit the Detail 2 record to clear those fields and resave the record.

>   **Solution 2:** Submit the new-hire record before the first wage record. You cannot submit a new-hire record and first wage record in the same report. They must be submitted in chronological order.

Message 3   S - New Hire (status code '01','15') records must include
                   Address, Date of Birth and Gender information.

Error type   Suspended

Record type   Detail 1

Possible causes and solutions

> **Cause:** Detail 1 new-hire records require that you enter data into certain fields.

> > **Solution:** Review the record and fill in all required fields. To check which fields are required, refer to *Detail 1 Member Demographics Fields* quick-reference guide, section "Reporting a New Employee."

Message 4   B-Social Security Number required.

Error type   Bad format.

Record type   Detail 1

Possible causes and solutions

> See Social Security Number message number 2.

Hours worked errors

Message 1	F – The Hours Worked (Regular) are greater than 200.

Error type   Flagged

Record type   Detail 2

Possible causes and solutions

Cause: This occurs when you report more than 200 hours on one record. This may be legitimate, but EDX flags it for you to double check

Solution: Double check the hours entered into Hours Worked (Regular) and/or (Overtime) to ensure they are accurate. Modify, if necessary. If the hours are accurate, ignore this message.

Message 2	S – Employee has 600 or more hours of service reported in the plan year; wage code 02 - Regular/Non-Qualifying may not be used.

Error type   Suspended

Record type   Detail 2

Possible causes and solutions

See "Wage Code Errors" message 1.

Mailing address errors

| Message 1 | S - If country code reported other than "USA", addresses must include Address Line 1, Province, Postal Code, and Country Code. |

Error type Suspended

Record type Detail 1

Possible causes and solutions

Cause: EDX requires certain fields to be completed when country code is other than USA. If international fields are filled in (e.g., province, postal code) but no country is chosen, Country Code defaults to "none" and the record suspends until you choose a country.

Solution: Complete all address fields for an international address, including country. For instructions on reporting an international address, refer to employer reporting guide 7, *Reporting a New Employee*, section "Reporting a New Employee," subsection "How to Enter an International Address."

| Message 2 | F – Report date is before the current address on file; this address will not be posted in the system. Current address begin date is xx/xx/xx. |

Error type Flagged

Record type Detail 2

Possible causes and solutions

Cause: This is a warning that the address for the employee has been updated more recently in EDX than the report date on this record. This commonly occurs when another employer has modified the address. The system will not allow your record to overwrite a more current address.

Solution: If one of the objectives of the record is to change the employee's address, submit the address change in a report dated later than the current address begin date shown in the message. If changing the address is not the objective, remove the address from the record and save.

Message 3   F – Addresses reported on retired members are not stored.

Error type   Flagged

Record type   Detail 1

Possible causes and solutions

Cause 1: Most often occurs when trying to update an address for a retired member. The record will not post without an address, but when you include an address, EDX alerts you that the address will not be saved.

Cause 2: Also occurs when trying to submit a Detail 1 new-hire or termination record for a retiree.

Solution: PERS retirees must inform PERS directly of any demographic changes, even if they are working for a PERS-participating employer. For instructions on how retirees can change their demographic information, see employer guide 22, *Changing Demographic Information*, section "How Inactive, Retired, and Nonmembers can Request Changes," subsection "Retired Members."

Name error

Message 1   S - The first two positions of last name don't match last name of member on file and name change indicator is "N."

Error type   Suspended

Record type   Detail 1

Possible causes and solutions

Cause: The member's name and Social Security number do not match what EDX has on file for them. Either the member has changed his or her name, or the Social Security number has been reported improperly.

Solution 1: Verify the accuracy of the SSN. If the SSN in EDX is incorrect, submit a DCR requesting to have the SSN corrected.

Solution 2: Verify the accuracy of the employee's name. If it is wrong, correct it in the record, choose "Y" in the Name Change Indicator field, and save the record.

Salary and payment errors

Message 1	S - Subject Salary, Regular is greater than Gross Salary.

Error type   Suspended

Record type   Detail 2

Possible causes and solutions

Cause 1: Gross salary includes Subject Salary (Regular); therefore, gross salary must be equal to or greater than that amount.

Cause 2: Gross salary could also be incorrect.

Solution: Review the record and correct any errors.

Message 2	S - Subject Salary, Overtime is greater than Gross Salary.

Error type   Suspended

Record type   Detail 2

Possible causes and solutions

Cause 1: Gross salary includes Subject Salary (Overtime); therefore, gross salary must be equal to or greater than that amount.

Cause 2: Gross salary could also be incorrect.

Solution: Review record and correct any errors.

Message 3	B - Gross wages must be numeric.

Error type   Bad Format

Record type   Detail 2

Possible causes and solutions

Cause: Gross salary entered contains characters that are not numeric.

Solution: Make sure all characters entered in Gross Salary are numeric (other than decimal points).

Message 4   S - Lump Sum Vacation Payoff is greater than Gross Salary.

Error type   Suspended

Record type   Detail 2

Possible causes and solutions

Cause: The pay period includes a lump-sum payment; therefore, gross salary must be equal to or greater than the lump sum amount. Gross salary could also be incorrect.

Solution: Review record and correct any errors.

Message 5   S - The sum of Subject Salary (Regular & Overtime), Lump Sum Payoff, Lump Sum Vacation Payoff and Non-Subject Salary must equal Gross Salary.

Error type   Suspended

Record type   Detail 2

Possible causes and solutions

Cause 1: The sum of subject salary, non-subject salary, overtime, and lump-sum payoff must equal gross salary.

Cause 2: One of the salary or lump-sum numbers is incorrect or gross salary is incorrect.

Solution: Review and correct salary entries that are in error.

Message 6   S – Salary has exceeded the $XXXK limit. Excess salary must be placed in the non-subject salary field.

Error type   Suspended

Record type   Detail 2

Possible causes and solutions

Cause: The employee's salary has reached the salary limit for that calendar year. For information on salary limit — and to see the current year's salary limit for the whole year plus prorated by number of months worked — go to the Salary Limits webpage.

Solution: Move any amount over that year's salary limit to the Non-Subject Salary field and resubmit the record.

Social Security number (SSN) errors

Message 1   **S – The SSN entered is not found to have a record of open employment with this employer.**

Error type   Suspended

Record type   Detail 1

Possible causes and solutions

Cause 1: No current record for this employee exists in EDX because of one of the following:

- Detail 1 new-hire record has not posted because it has not been submitted, is suspended, or has a "Valid" error.
- The Social Security number is incorrect, either as previously reported to PERS or as entered in the record.

   Solutions:

   1. Submit a Detail 1 new-hire record.

   2. Correct the suspended or valid record.

   3. Correct the Social Security number.

Cause 2: The new-hire record for this employee has not posted yet.

   Solution: You cannot post wages for an employee until their new-hire record posts. Wait until the next business day and resave the wage record.

Cause 3: The new hire record may have been submitted but is either suspended or in a "Valid" status.

   Solution: Go to your Unposted Demographic and Adjustment Reports list and find the report that contains the new-hire record. Click "edit" to see suspended records in the report, correct the errors in all suspended records, and resave. The report should post.

   Save your wage record again the next business day so that it can post.

Cause 4: Someone accidentally reported this employee as terminated.

   Solution: To check their employment status, go to the View Employee Info function in EDX and search for the employee's name, SSN, or PERS ID. If they have a termination/end date, submit a DCR to PERS requesting to have the termination removed. In the Comment box, explain that employee is still working for you, and you believe the termination was submitted in error.

Cause 5: The new-hire record posted with an incorrect Social Security number (SSN).

   Solution: Go to the View Employee Info function in EDX and search for the employee's name. If you find their record, confirm their SSN with your information. If it is incorrect in EDX, submit a DCR requesting that ESC change the employee's SSN in EDX.

Message 2   B-Social Security Number required.

Error type   Bad Format

Record type   Detail 1 or Detail 2

Possible causes and solutions

Cause 1: Numbers or punctuation symbols were used in a field that will take only alphabetic characters, or alphabetic or punctuation symbols were used in a field that will only take numbers.

Solution: Double check the record format, and correct characters entered in the field to conform with required character type: alphabetic or numeric.

Cause 2: A required field has been left blank.

Solution: Complete the required field. Make sure the information entered is numeric or alphabetic, as required.

Message 3   S - Multiple records for this SSN are included in this report. Each of record's PERS Job Class Code and Average Overtime Hours Code are unique and Work Period Begin and End dates overlap; begin, end dates overlap.

Error type   Suspended

Record type   Detail 1

Possible cause and solutions

See Field Empty, Incomplete, or Duplicated message 2.

Status code errors

Message 1   S - The status code is 11, 12, or 13, New Retiree Hire and the member is not retired as of the given date.

Error type   Suspended

Record type   Detail 1

Possible causes and solutions

Cause: This error occurs when you report a new retiree hire before their retirement has processed.

Solution: The individual may be recently retired, and EDX has not yet been updated to reflect the retired status. Leave the record suspended. When the retirement processes, which can take up to about three months, resave the new-hire record and it will post. All retiree wage records will also suspend until the retirement processes.

Message 2   S - The PERS Status Code is '01','11','12','13', or '15' New Hire and the member has a previously reported open employment with the employer.

Error type   Suspended

Record type   Detail 1

Possible causes and solutions

Cause: You have submitted a new-hire record for an employee who already works for you.

Solution: Delete the new-hire record. If you are unsure of the employee's employment status, contact the Employer Service Center. If you need to correct the hire date, submit a Demographic Correction Request (DCR) form. For instructions, refer to employer guide 20, *Creating a DCR*.

Message 3 Or	S - The PERS status code is not '01' or '15' and the SSN entered does not represent a person on file.
Message 4	S - The PERS status code is not '01','11','12','13', or '15' and the SSN entered is not found to have a record of open employment with this employer.

Error type   Suspended

Record type   Detail 1

Possible causes and solutions

You are trying to report an update or status change for someone who does not come up in the system as being your employee. This could be caused by one of the following reasons.

Cause 1: You intend to hire them but did not use a 01 status code.

Solution: If you had the wrong status code in the record, change it to "01 – Qualifying New Hire," ensure the required fields are completed per *Detail 1 Member Demographics Fields* quick-reference guide, and save.

Cause 2: You are trying to change an employee's job. You submitted a Detail 1 termination record to end the previous job segment but the new-hire record to start the new job segment was not submitted or failed to post.

Solution: If no new-hire record was submitted, create one and submit it. If it suspended, correct the error(s) and save.

Cause 3: The Social Security number in the record you submitted is not in the EDX system either because the SSN entered in the new-hire record was incorrect or the SSN on file in EDX is incorrect.

Solution: Verify that the employee's Social Security number is correct in EDX. If it is and the new hire record posted, then the SSN in your suspended record may be incorrect. Correct it in your suspended record and save. If it is incorrect in EDX, submit a DCR requesting to have ESC correct the SSN in the employee's record.

Wage-adjustment record error

Message 1   S - Adjustments cannot be reported within the current reporting period.

Error type   Suspended

Record type   Detail 2

Possible causes and solutions

Cause: You submitted a wage-adjustment record that:

- Has the same or earlier pay date as the date of your report. You cannot submit an adjustment report that is dated earlier than (or on the same date as) the pay date on the original wage record.

- Is in the same report as the record you are trying to adjust.

  Solution: Change your report date (not pay date on the record) to one that is later than the pay date you are trying to adjust and save the record. That triggers the report to go through the batch run again. You can use any unused report date that is after the pay date (except one of your Regular report dates).

Message 2   S – The wage code is 06, values/amounts entered for negative adjustment are greater than previously posted.

Or

Message 3   S - The wage code is 06, values/amounts entered for negative adjustment are greater than previously posted, or no transaction present for the given Pay Date, Work Period Begin Date, Work Period End Date

Error type   Suspended

Record type   Detail 2

Possible causes and solutions

Cause 1: Values entered in an adjustment record must be less than or equal to the amount or amounts previously reported.

Cause 2: The contribution start date may have changed.

Solution: Verify the details of the incorrect record. Correct the adjusted dollars and/or hours and re-save the adjustment record.

Learn more about changing wages with an adjustment record in employer guide 23, Submitting an Adjustment Record.

Wage and wage code errors

Message 1　　　S – Employee has 600 or more hours of service reported in the plan year; wage code 02 - Regular/Non-Qualifying may not be used.

Error type　　Suspended

Record type　　Detail 2

Possible causes and solutions

Cause 1: One or more Detail 2 records with a non-qualifying wage code (wage code 02) have been submitted for a non-qualifying employee who has worked 600 or more hours in that calendar year.

Cause 2: The employee has worked multiple non-qualifying segments, possibly for more than one employer, and exceeded 600 hours that calendar year.

Solution: Change the wage code to 01 and add contributions if the employee has worked for at least six months for one employer at that higher hour level, which would satisfy their six-month wait time requirement.

Message 2　　　S - The employer reported wages are equal to zero and the wage code is not 05, 06, 14, 16 or 18.

Error type　　Suspended

Record type　　Detail 2

Possible causes and solutions

Cause: EDX expects Detail 2 records to include wages unless the wage code is one of the following:

05 - Positive Adjustment

06 - Negative Adjustment

14 – Negative Adjustment/ No Contributions

16 – Negative Adjustment – USERRA Wages o

18 – Negative Adjustment .

Solution: Review the scenario. Enter wages if they should have been reported. If you making a wage adjustment, correct the wage code.

Message 3   S - Reported Wage Code is required.

Error type   Suspended

Record type   Detail 2

Possible causes and solutions

Cause: The employer reporter entered either no wage code or an incorrect wage code.

> **Solution:** Enter or correct the wage code and resave the record.

Message 4   F - The regular hours are zero and the wage code is 01.

Error type   Flagged

Record type   Detail 2

Possible causes and solutions

Cause: You did not include hours when reporting regular salary.

> **Solution:** Make sure the hours worked are reported if wage code is 01 - Regular Wages. Enter the hours on the record and re-save.

Message 5   S - Dates reported correspond to an Active Service segment on file; only wage codes of 01, 04, 05, 06, 08, 14 can be reported for active employments.

Error type   Suspended

Record type   Detail 2

Possible causes and solutions

Cause 1: You have submitted a Detail 2 record with wage code 02 Regular/Non-Qualifying for an employee with a qualifying or active service status.

> **Solution:** If your employee needs to be changed to non-qualifying service, submit a Demographic Correction Request (DCR) to request that ESC make that change. Once the position qualification status is changed, any posted Detail 2 wage code 01 records for that calendar year will automatically change to wage code 02. Contributions that were withheld for the employee's pension will be credited to you, and contributions that were withheld from the employee for their IAP (if any) will be refunded to the employee.

Cause 2: You have submitted a Detail 2 record with wage code 17 – Retiree Wage – ER Rate for a working retiree whose retirement has not yet processed.

> **Solution:** All wage records will suspend until the retirement processes, which can take up to 92 days after the employee's retirement date. After the retirement processes, resave all wage records and they will post.

Message 6   S - Dates reported correspond to a Non-Qualifying Service segment on file; only wage codes of 02, 14 can be reported.

Error type   Suspended

Record type   Detail 2

Possible causes and solutions

Cause: You have submitted a DTL2 record with wage code 01, 04, 05, 06, or 08 for an employee in a non-qualifying position. DTL2 wage code 01, 04, 05, 06, or 08 records will not post to non-qualifying positions.

Solution: Submit a Demographic Correction Request (DCR) to ask ESC to change the position type from non-qualifying service to active service. Include the employee's IAP contribution type (EPPT, MPPT, or MPAT). Once the position qualification status is changed, any posted DTL2 wage code 02 records for that year will automatically change to DTL2 wage code 01. Contributions will be calculated, and you will be invoiced.

Message 7   S - The reported wage code is not 01, 02, 04, 05, 06, 07, 08, 11, 14, 16, 17, or 18.

Error type   Suspended

Record type   Detail 2

Possible causes and solutions

Cause 1: The wage code is missing.

Solution: Enter the missing wage code and save the record.

Cause 2: There is a completely wrong wage code in the Wage Code field.

Solution: Correct the wage code and save the record.

Message 8   S - Dates reported correspond to a Retiree with Hour Limit segment on file; only wage codes of 07, 14, 17, or 18 can be reported for Retiree with Hour Limit segments.

Error type   Suspended

Record type   Detail 2

Possible causes and solutions

The member is a retiree, but you likely reported their wages using wage code 01 Regular Wages. This was caused by one of the following reasons.

Cause 1: The employer reporter entered the wrong wage code on accident.

Solution: If it was a mistake in working-retiree wage code, change the wage code to 07 or 17. Most retiree wages are reported with wage code 17. (Wage code 07 is used to report wages earned by disability retirees or retiree wages earned before 2020.)

Cause 2: The retiree is returning to active service, but the system has not completed the status change yet.

Solution: If a retiree has been rehired into a full-time qualifying position, records will suspend until his or her retirement is stopped and the account status is changed.

To return a working-retiree employee to active service, submit a Detail 1 record with status code 13. The next day, submit another record with status code 01. Make sure to submit the records one at a time in separate reports so they are received in chronological order.

Learn more about employing a retiree in employer guide 8, *Hiring a* PERS *Retiree*.

Message 9   S – The wage code is 06, values/amounts entered for negative adjustment are greater than previously posted.

Or

Message 10   S - The wage code is 06, values/amounts entered for negative adjustment are greater than previously posted, or no transaction present for the given Pay Date, Work Period Begin Date, Work Period End Date.

Error type   Suspended

Record type   Detail 2

Possible causes and solutions

Cause 1: The employer reporter submitted an adjustment record with a value that was greater than the one in the original record. A value or values entered in an adjustment record must be less than or equal to the amount or amounts previously reported.

Solution: Verify the details of the incorrect record. Correct the adjusted dollars and/or hours and resave the adjustment record.

Cause 2: The contribution start date may have changed.

Solution: Contact your ESC rep for assistance.

Learn more about changing wages with an adjustment record in employer guide 23, *Submitting an Adjustment Record*.

Message 11   S – The wage code reported is 02 or 07 or 17 and member contributions have been reported.

Error type   Suspended

Record type   Detail 2

Possible causes and solutions

Cause: You entered contributions on a wage record for a non-qualifying or working retiree employee. These employees do not earn benefits; therefore, neither the employer nor employee pay contributions on their wages.

Solution 1: Remove the contributions and re-save the record.

Solution 2: Change the wage code, if it is wrong.

Message 12   F – The Regular Hours are zero and the wage code is 01.

Error type   Flagged

Record type   Detail 2

Possible causes and solutions

Cause: You reported regular salary and did not include hours, or you reported hours and did not include salary.

Solution: Make sure the wage record includes both hours worked and wages earned. Resave.

Work period errors

Message 1	S - The reported work period spans a job grade/position change. Work period must be reported separately for each classification period.

Error type Suspended

Record type Detail 2

Possible causes and solutions

Cause 1: A local government employer has entered a work period that begins before the reported hire date or ends after the last day of service.

> **Solution:** Change the Work Period Begin Date on the suspended Detail 2 record to the employee's date of hire. You cannot have a work period that begins before the reported hire date or ends after the last day of service.

Cause 2: A local-government employer has reported wages for an employee whose qualification status changed from qualifying to non-qualifying or vice versa during the work period.

> **Solution:** After the local-government employer requests the change in position type by submitting a DCR to ESC, they need to submit two wage records: one for the original position type (Work Period End Date is last day at old position type) and one for the new position type (Work Period Begin Date is first day at new position type).

Cause 3: A local-government employer has reported wages for an employee whose job classification changed from General Service to Police and Fire (or vice versa) during the work period.

> **Solution:** After the local-government employer requests the change in job classification by submitting a DCR to ESC, they need to submit two wage records: one for the original job class (Work Period End Date is last day at old job class) and one for the new job class (Work Period Begin Date is first day at new job class).

Cause 4: A school employer accidentally filled out the work-period-date fields on a Detail 2 record.

> **Solution:** Work period dates are never reported for school employees. Correct the record by clearing the Average Overtime Hours, Job Class, and/or Work Period Date Begin and End fields. Resave.

Message 2   S - Work Period Begin Date is before the start date of current job segment on file.

Error type   Suspended

Record type   Detail 1 or Detail 2

Possible causes and solutions

Cause 1: The Work Period Begin Date on the wage record is earlier than the hire date on the Detail 1 new-hire record. If the Work Period Begin Date is earlier than the hire date, EDX will flag it as an error because the employee cannot be paid before they have been hired.

Solution: When you hire someone in the middle of your pay period, the first time you pay them, make sure the Work Period Begin Date is the same as their hire date — not the same as the actual start of that pay period.

Example — Say you have a pay period that runs 10/31/2025 to 11/14/2025. You hire a new full-time employee on 11/10. Here's how you fill out the following fields:

- Detail 1 new-hire record:
  - Status Code: 01 Qualifying New Hire.
  - Status Date: 11/10/2025.
- Detail 2 wage record:
  - Pay Date: 11/14/2025.
  - Work Period Begin Date: 11/10/2025 (you may need to manually change this because it is different from your other employees).
  - Work Period End Date: 11/14/2025.

Cause 2: If the Work Period Begin Date matches the hire date, and the record still suspends with "Work Period Begin Date is before the start date of the current job segment on file" — this could be because the Average Overtime Hours field and/or the PERS Job Class Code field are filled in on the Detail 2 wage record.

Solution: Clear those fields, ensure the Work Period Begin Date still matches the hire date, and save.

When to contact ESC for help

If any of the following happens, contact your ESC representative for help.

- You receive an error message you don't understand.

- You receive an error message, but your report seems correct.

- You receive error messages that seem to conflict.

- You fix the error, but the next day you receive a different error message and you are not sure how to proceed.

Avoiding a common error when reporting part-time employees

S - Employee has 600 or more hours of service reported in the plan year; wage code '02 - Regular/Non-Qualifying' may not be used.

If you receive this common error code, it means your non-qualifying employee has reached or surpassed 600 hours for that calendar year working for you or all their PERS-covered employers combined.

When this happens, update the wage code in the record from 02 – Regular/Non-Qualifying to 01 – Regular wages. You also need to submit a DCR to request that PERS change the employee's position type to Active Service. Even if the employee was hired into a non-qualifying position and has fewer than 600 hours working for you, you still need to change the position type. This will not change the original hire intent.

To prevent receiving this error message, it's good practice to check your part-time employees' hours every autumn. Also, EDX does not give an error message for qualifying employees who may not reach their 600 hours. You can only learn this by checking employees' hours.

How to find employees' total hours

To find the hours to date for your employees, run both kinds of **Eligibility Exception Reports** in EDX:

1   **Members Approaching Qualifying Hours** report displays members who:

- Have 550 or more posted hours with all their employers in the specified year.

- Have been reported with a non-qualifying wage code or have three or more qualifying wage codes without contributions during the specified year.

- Are not retired in the specified year.

2   **Members with Contributions Who May Not Qualify** report displays members who:

- Have less than 600 hours with all employers in the specified year.

- Have contributions reported in the specified year.

- Are not retired in the specified year.

Note: Having fewer than 600 hours in the year someone is hired or leaves their position does not necessarily mean that year does not qualify for benefits. Read *Determining Qualification for a Partial Year* quick-reference guide for details.

3   To see the report, click **Download CSV file**. The report shows how many hours each employer has with your agency (called Posted Hours This ER (Employer)) and with all agencies for which they work (called Posted Other ER Hours).

How to submit a DCR to change position type

1 Select **Work List** from the Site Navigation menu.

2 Click the **Create Demographic Correction Request (DCR)** button.

WORK LIST   ? **Tell Me More**

Below is a list of employees for which PERS is requesting Information. The Work Item Type indicates the type of information that is required. Please complete and return each Work Item. Click on the SSN to enter salary information.

Create Demographic Correction Request (DCR).

3 On the Demographic Correction Request screen, enter the employee's Social Security number or PERS ID. Click **Search**.

DEMOGRAPHIC CORRECTION REQUEST   ? **Tell Me More**

SSN or PERS ID

Q **Search**

4 The screen expands to display more information about the employee. In the Job Segment column, click the radio button next to the job segment you want changed.

5 The screen expands again. Scroll down to the New Position Type box and click to open the pull-down list. Select either Active Service or Non-Qualifying Service. (See image on next page of this guide.)

6 In the Comments box, enter the number of hours this employee has this year (according to the report you ran) and why you are changing their position type. If changing to Active Service, include the contribution type (MPPT, MPAT, or EPPT) in effect during the time period affected by this requested change.

7 Click **Save**.

You will see an Information message confirming that the form has been submitted to PERS for review.

(!) **Information**

Member's form has been submitted to PERS for review.

Job Segment	Hire Intent	Start Date	Term/End Date	Day Service	Job Class	Position Type	Plan	OT Hours	No. of Months
1	Q	08/26/2002							
⦿		08/15/2016			School Employee	Active Service	PERS -Tier 2	0	0
○		08/25/2014	08/14/2016		School Employee	Leave of Absence	PERS -Tier 2	0	0
○		07/01/2003	08/24/2014		School Employee	Active Service	PERS -Tier 2	0	9
○		08/26/2002	06/30/2003		School Employee	Active Service	PERS -Tier 2	0	9

Start Date   From 08/15/2016   To [ ]

Term/End Date   From   To [ ]   ☐ Remove Term/End Date

Last Day Service   From   To [ ]

Job Class   From School Employee   To [▾]   Start Date [ ]   End Date [ ]

New Position Type   [▾]   Start Date [ ]   End Date [ ]

Active Service
Career Development Leave
Family Leave
Leave of Absence
Legislator Leave
Military Leave
Non-Qualifying Service
Seasonal Leave

Average OT Hours

Contract No. of Months

Hire Intent

Unused Sick Leave

Review Contribution Start Date ☐

Delete Position ☐

Comments   Changing position type to NQ because employee has 420 hours this year.

[Save] [Cancel]

Invoicing

Once a position type is changed from non-qualifying service to active service, you may be invoiced for contributions on that employees' wages back to hire date, contribution start date, or beginning of the year.

If you were paying contributions for an employee whose position type changes to non-qualifying service, you may be refunded for contributions you paid for that calendar year.