

Suspended records webinar questions and answers

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Error messages

Q1. With a suspended record, why does the error message disappear once you close it?

- A. When you open a suspended record, you have two options for action: Save and Delete. If you click Save, even if you make no changes, the error message will disappear. To preserve the message, close the message without saving it by clicking the back arrow or choosing Work on Reports to return to the previous screen.

Q2. I got this error message recently and I'm not sure what it means: "The reported work period spans a job grade/position change. Work period must be reported separately for each classification period."

- A. Typically, you would get this error message if you are a local-government employer and you reported wages for an employee whose qualification status changed from qualifying to non-qualifying. You need to make sure you adjusted the pay period to the position change.

It could also be that the employee had a job classification change from General Service to Police and Fire. In this case, reach out to your [ESC representative](#) to see if this information needs to be put reported in two different records.

It could also be that the reported work period expands the employment dates. You cannot have a work period that begins before the reported hire date or ends after the termination date.

If you are a school employer, this could also mean that you accidentally filled out the work period date fields. Work period dates are never reported for school employees, so if you receive a message like this, make sure the Average Overtime, Job Class, and Work Period Date fields are not filled out.



Suspended reports

Q3. I have two suspended reports from 2022 that were entered by PERS. Do I just leave them?

- A. Do not delete the report(s) until checking with your [ESC representative](#). If PERS created them, there could be some adjustments being made, and we need the reports to remain.

Q4. We have a suspended report with an error of “Work Period Begin Date is before the start date of current job segment on file.” Can the work period begin date be the same as the hire date?

- A. Yes, the work period begin date can be the same as the hire date. But there are two possible causes for this error message.

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 are 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 the record will post.

Note: Only local government employers use work period dates.

Q5. When I upload a record, do I have to wait overnight before I make any edits?

- A. Yes. Once you upload a file, you cannot make edits to it nor see it again until after the overnight batch run. The best time to make edits to the file is before you upload it. Once you upload it, if the record suspends, you can make edits. If it posts, you will need to submit an adjustment record to make changes to that pay date.

Changing information: Demographics Correction Request vs record

Q6. When should you use a Demographics Correction Request (DCR) vs creating a Detail record to change employee information?

- A. Employers report demographic, employment, and wage and contribution information to PERS by submitting reports. Occasionally, incorrect data posts. Employers can fix some of these records by using a Demographics and Adjustment report. If the correction cannot be completed with a Demographics and Adjustment report, then the employer must submit a DCR.
- Demographic and Adjustment report
 - Detail 1 record — used for demographic updates to employee's information, such as employment change, address change, or name change.
 - Detail 2 record — used for adjustments to wages and contributions that have previously posted.
 - Demographic Correction Request (DCR)
 - Any adjustments that cannot be completed by the employer using a Demographic and Adjustment report must be requested by submitting a DCR.

To find out if a change is best done with a record or with a DCR, check [quick-reference guide Choosing the Best Reporting Method](#).

Issues with qualifying vs non-qualifying

Q7. Certain employees always pull into our wage report as non-qualifying or qualifying when in reality they are the opposite. How do we fix this?

- A. If you upload a .dat file, the status is coming from your payroll, and it will continue to upload the same way until you fix it in your payroll system. You can fix the data in your .dat file prior to upload, but you want to make sure you switch it in your payroll system as well to ensure edits are not needed each reporting period.. It comes back to the payroll system.

Another circumstance that can cause this is when you upload a record as non-qualifying and you receive an error message that "Employee has 600 or more hours of service reported in the plan year; wage code '02 – Regular/Non-Qualifying' may not be used." This happens when a non-qualifying employee hits 600 hours. If this happens, reach out to your [ESC representative](#) because it might require PERS changing the employee's position type from non-qualifying service to active service for the year.

If you employ part-time employees, it's good practice to run a report to check their hours every fall. For instructions, go to [employer guide 24, Running Reports](#), section "Eligibility Report."

Q8. I used wage code 17, and I got an error message that only wage codes 02 or 14 can be used for NQ service. I don't know why I get that. How do I correct this?

- A. This could be because PERS has not yet processed the employee's status as an 11 Retiree New Hire and employer has posted a Detail 1 15 Non-Qualifying new hire instead of an 11 Retiree New Hire with Hr Limit. This is because it can take PERS up to 90 days to process a member's retirement and close the account for any active service reporting. (Learn more in "Tips for Success: Hiring Back a New PERS Retiree" in the [April 2025 Employer News](#).)

You can contact your ESC representative and ask them to check this employee's status to be sure your employee is a PERS retiree. Another option is to look up the account with View Employee



Info and see the segment you have on file for the employee (instructions are in [guide 21, Viewing Employee Information](#), section “Employment History”). Check the status code you have for the employee. The employment segment should reflect that status.

Also, there are scenarios with OPSRP retirees when everything is correct, but the wages still won't post. Sometimes we have to do a manual workaround with OPSRP retirees to get them to post.

Q9. If you have an employee with a non-qualifying hire intent but they meet 600 hours in the future, would they then need to complete the wait period?

- A. Yes. However, the start of that wait time depends on when they reach 600 hours.

Scenario 1. Employee is hired in a non-qualifying position in October 2024. In 2025, they exceed 600 hours. This makes calendar year 2025 qualifying. The employee's wait time would begin January 1, 2025, and end six months later (as long as they satisfy all the requirements of wait time, such as working for the same employer the entire time, continue working for the same employer the day after the wait time ends, no break longer than 30 days). Contribution start date would be July 1, 2025.

Scenario 2. Employee is hired in a non-qualifying position on March 17, 2025. Later that year, they reach 600 hours. Their wait time would start retroactively based on their hire date. If it is at least six months later and they have satisfied the requirements of wait time, they can begin earning benefits and continue to as long as they work 600 hours/calendar year. Contribution start date would be October 1, 2025.

Q10. What's the best way to report a new qualifying position in December? I know that it's based on a calendar year. Do I report it as a non-qualifying position just for December and then term it, then rehire as qualifying in January? Is that the correct way to do that?

- A. Go ahead and hire them as you normally would. Submit a Detail 1 record with a status code of 01 – Qualifying New Hire with their December hire date. If the hire date is December 1 or the first working day of the month, their six-month wait time will start right away instead of waiting until January for it to begin. If they are an existing member, then they will start to earn benefits right away and you will start paying contributions on their wages.

Their membership qualification status, aka hire intent, is still qualifying even though they won't work 600+ hours that first year. This type of situation is covered by what is called the “partial-year rule,” which states that when an employee works less than a full calendar year when they join your organization or leave your organization, their hire intent for that partial year is determined by the hire intent you have determined for that position – not by the actual number of hours they will work in that partial year. To learn more, read the [Determining Qualification for a Partial Year quick-reference guide](#).

For some tips on hiring and terminating school employees in December, read the article “December Reporting: How to Ensure Service Credit for Summer Months” in the [December 2024 Employer News](#).

Issues with payroll systems

Q11. Does anyone use Caselle and have all their retirees suspend every payroll?

- A. PERS staff are not trained on different payroll software programs and, therefore, cannot give advice or assist employers with their payroll systems. Employers may want to reach out to other PERS employers for assistance.

Q12. If you are a school district and you are using Visions software, this problem relates to mismatched PERS codes between Employee Maintenance and your position/supplementals.

Q13. We use eFinance, so we have to change it in our State Required screens, but that hasn't fixed the issue. It is not too big of a deal, but it's the same people each month I have to change back and forth, so I was hoping there was something I was missing.

- A. Our answer to all questions about payroll systems is to work with your third-party payroll representative or reach out to other employers who use the same system. ESC staff do not specialize in third-party systems. For .dat file formatting specifications, use the [EDX File Format and Development Guide](#).

Issues with seasonal employees

Q14. We have seasonal employees who switch on and off. Their work is not sequential or regular. It messes with our reports. Is there an easy, repeatable, and consistent way to report these types of employees?

- A. For seasonal employees who do not work consistently, it is best to terminate them after a job and rehire them for the next one. Leaving a position open can show incorrect data on their account, specifically inflated service credit if the position is left in Active status.

Q15. I have retirees just subbing as needed not returning to work in a position that I get errors on. How do I prevent this?

- A. PERS retirees who perform any work for a PERS employer need to be reported. Hire them with a Detail 1 record, 11 Retiree status code, and submit Detail 2 records with 17 wage code to reports hours and wages earned. To best assist with this, we need to know the error message or messages you are getting. Please reach out to your [ESC representative](#) for assistance.

On-time reporting

Q16. What counts as on-time reporting? I submitted a payroll the day before I left on vacation, but I wasn't able to fix the retirees until I got back from vacation (12 days later). So it was 13 days before they all posted. Would this count as on-time reporting?

- A. Reports are on-time when they are *released* by the due dates of the applicable reporting schedule listed on the [Regular Reports webpage](#); that is, the monthly, semi-monthly, bi-weekly, or weekly schedule. PERS allows a three-business-day grace period after each due date before a report is considered late.

To ensure that released reports are successfully posted, it's good practice to go to the Work on Reports function the day after submitting reports. If any reports are listed under Unposted Reports, follow the instructions in [employer guide 6, Correcting Suspended Records](#), to find and correct errors and resave the records.

Remember that all records posted by calendar year end have earnings (if any) paid by PERS. Records that are not posted have earnings paid by the employer. This is a charge on your invoice called Prior Year Earnings (PYE). For a definition of PYE, read "Charges That Don't Have an Invoice" in [employer guide 26, Understanding Your Statement](#).