

OREGON PERS

PUBLIC EMPLOYEES RETIREMENT SYSTEM



December 17, 2025

Suspended records + top four year-end steps

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Employer Service Center



Agenda

- Quick reminders
- Top four steps for year-end reporting success
- Correcting suspended records
- Employer Service Center support
- Questions and answers

Quick reminders

Doing status checks with ESC

When

Before you report a new hire to PERS — whether qualifying, non-qualifying, or working retiree.

Why

To find out if they are a member, work for other employers, are a PERS retiree, are doing voluntary contributions, and more.

The EDX status check does not show the whole picture.

How

By contacting Employer Service Center (ESC) or your representative by email (preferred) or phone.

Include employee's full name, birthdate, and last four digits of Social Security number. **Not entire SSN.**

Call Center

Hours

8:30 a.m. – 12 p.m., Monday to Friday (excluding holidays)

Phone

888-320-7377; select option 4 to reach ESC

Representatives

Hours

8:00 a.m. – 5 p.m., Monday to Friday (excluding holidays)

Phone numbers and emails

Listed on [ESC webpage](#)

Quick reminders

Creating new employer reporter account

Web administrators — all new reporters must **create their own accounts** to gain EDX reporting permissions.

Note: Adding them as a contact only allows them to receive information about the account. It **does not give them a reporting account** nor EDX access.

EMPLOYER CONTACTS DETAILS

* - indicates required fields.

Contact Type: Payroll (dropdown menu open)

SSN

First Name*

Middle Initial

Last Name*

Address 1

Address 2

Address 3

City

State

Dropdown menu options: Payroll, Employer Reporting 1, Employer Reporting 2, Reporting Official, Personnel, Employer Reporting 3, Employer Reporting 4, Employer Reporting 5, Employer Reporting 6, Employer Reporting 7, Employer Reporting 8, Employer Reporting 9, Employer Reporting 10, Employer Reporting 11, Employer Reporting 12, Employer Reporting 13, Employer Reporting 14, Employer Reporting 15, Web Administrator

**NOT
LIKE
THIS**

Quick reminders

Creating new employer reporter account

1. New employer reporter opens account.

Do you need access to PERS Employer Data Exchange (EDX)?

If you would like to open an account to perform PERS EDX reporting activities for your organization, click the link below to start the account request process.

[Open an Employer Reporting Account](#)

LIKE THIS

2. Web administrator activates account.

SITE NAVIGATION

- Employer Home
- View Your Statement
- Work on Reports
- View Employee Info
- View Year-to-Date Wage and Contribution Summary
- Update My Profile
- Work with Contacts
- > Admin Web Accounts**

MAINTAIN EMPLOYER WEB ACCOUNTS

This page allows you to activate, inactivate, and reset passwords for the web accounts in your organization. In addition you may unlock web accounts and update their web account contact type and account profile information.

PENDING USER ACCOUNTS

User ID	First Name	Middle Initial	Last Name	Contact Email	Activate?
					yes

Quick reminders

Creating new employer reporter account

Step-by-step process

Employer reporter

- 1. Go to [EDX login page](#).
- 2. Click [Open an Employer Reporting Account](#).
- 3. Fill in the application.
- 4. Save. Inform your web administrator that you have completed the form and are ready for them to activate your account.

Do you need access to PERS Employer Data Exchange (EDX)?

If you would like to open an account to perform PERS EDX reporting activities for your organization, click the link below to start the account request process.

[Open an Employer Reporting Account](#)

Web administrator

- 1. In EDX, select Admin Web Accounts function.
- 2. Activate the employer reporter’s account by following steps 3–7 in [employer guide 3, Reporter Roles and EDX Access](#), Part 1 — the Web Administrator, section “Managing EDX Access,” subsection “Managing Employer Reporter Accounts,” “How to Activate an Employer Reporter Account.”

PENDING USER ACCOUNTS					
User ID	First Name	Middle Initial	Last Name	Contact Email	Activate?
					<div>yes</div>

Quick reminders

Shoot for the star

Superhero Gold Star Award

Employers who submit 100% of their Regular reports on time* the whole calendar year receive this award from the Employer Service Center.

*Within three business days after the due date. Due dates are on the [EDX Regular Report dates webpage](#).



Quick reminders

Top four steps checklist

Correct and save all suspended records so your reports post.



Run an Eligibility Exception report.



Check your Work List.



Create an Inactive Employee list.



Quick reminders

Running reports

Access reports through these Site Navigation menu items.

Instructions are in [employer guide 24, Running Reports](#).


 View Year-to-Date Wage and Contribution Summary

 Work List

 Eligibility Reports


 Inactive Employment Report


 View IAP Voluntary Contribution Report


**OREGON PERS**
TEST SITE


EMPLOYER DATA EXCHANGE


SITE NAVIGATION


 Employer Home


 View Your Statement


 Work on Reports


 View Employee Info


 View Year-to-Date Wage and Contribution Summary


 Update My Profile


 Work with Contacts


 Admin Web Accounts


 Work List


 Request Information

 Eligibility Reports

 Status Check

 Inactive Employment Report

 View IAP Voluntary Contribution Report

 METROPOLIS
Employer Number: 02025

EDIT RETIREMENT DETAIL REPORTS

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 Reports page.

Done

OPTION 2 - ADD OR EDIT A RECORD

You may add a new record or edit an existing record. Enter a Social Security Number and click the **Add or Edit Record** button to view the form that appears on the following page.

SSN

Add or Edit Record

OPTION 3 - UNPOSTED RECORDS

Quick reminders

Reach out for help, if needed

Last but not least —

Please reach out for help

Phone numbers and email addresses are at:

www.oregon.gov/pers/emp/Pages/ESC-Representatives.aspx

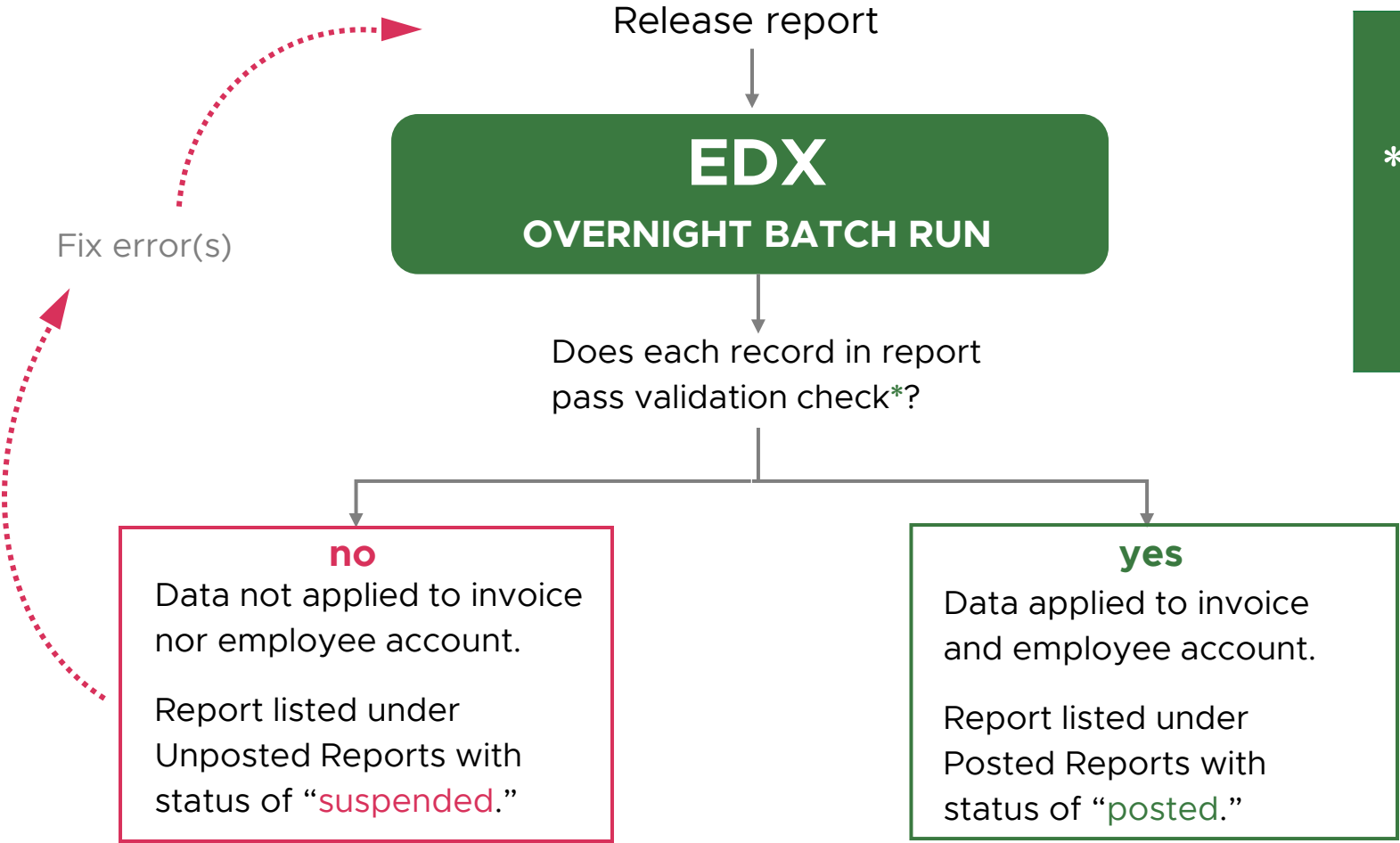
Suspended records

- Understanding suspended records
- Addressing suspended records
- Suspended statuses
- Example error messages
- Unclear error messages
- Five most common error messages
- Updated suspended records guide

Suspended records

Understanding suspended records

EDX
validation
process






EDX validates:

- ✓ Math is correct
- * ✓ Wage and status codes match
- ✓ Required fields are filled
- ✓ Dates are logical

Suspended records

Where to find suspended records

1. In EDX, select the **Work on Reports** function.

SITE NAVIGATION
 Employer Home
 View Your Statement
 **Work on Reports**

2. Select Work with Unposted Reports

or

WORK ON WAGE AND CONTRIBUTION REPORTS  Tell Me More

Below is a list of the latest Wage and Contribution Reports. Select an action that is available next to the report or you can also [Create a New Report](#)

[Work with Unposted Reports](#)
[Work with Posted Reports](#)
[Work with Posted IAP Voluntary Contributions Reports](#)

Scroll down to Unposted Regular Reports or Unposted Demographics and Adjustment Reports.

UNPOSTED REGULAR REPORTS					
Status	Date Submitted	Report Date	Delete	Edit	Release / Un-Release
Suspended	02/28/2025	02/28/2025	delete	edit	n/a
Suspended	01/31/2025	01/31/2025	delete	edit	n/a

Suspended records

Addressing suspended records

Four options for addressing a suspended record

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

Deletes entire report.

Displays a Reject/Edit report of all suspended records in report with reason or reasons why each one was suspended.

Lists all suspended records in report. Choose this option to open each suspended record and fix errors. Best choice for correcting suspended records.

Displays status of every record in report and its status: posted (PSTD) or suspended (SUSP).

Learn more [Employer reporting guide 6, Correcting Suspended Records](#)

Suspended records

Addressing suspended records

Delete

Deletes the whole report and all records in it if no records in that report have posted yet.

REPORT DELETION CONFIRMATION
ARE YOU SURE YOU WANT TO DELETE THIS REPORT?

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

Suspended records

Addressing suspended records

Edit

Lists all suspended records in the report.

On the Edit Retirement Detail Reports screen, scroll to Option 3 – Unposted Records.

Click [select](#) to open a record.

Read the error message and correct the error or errors.

EDIT RETIREMENT DETAIL REPORTS

[? Tell Me More](#)

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

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	REDACTED	REDACTED	Positive Adjustment	Suspended	DTL2
select	REDACTED	REDACTED	Positive Adjustment	Suspended	DTL2

Suspended records

Addressing suspended records

View Report

Displays a Reject/Edit report of all suspended records in the report with reasons why they were 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
[REDACTED]	[REDACTED]	[REDACTED]	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

[REDACTED]	[REDACTED]	[REDACTED]	DTL2	SUSP	07/29/2022
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- 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.

Suspended records

Addressing suspended records

View Details

Displays the status of every record in the report and its status: posted (PSTD) or suspended (SUSP) separated by type (Detail 1 and 2).

WAGE AND CONTRIBUTION REPORT... DETAIL 2 RECORDS

[Return to report summary page](#)

Working with XXXXXXXXXX

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	XXXXXXXXXX	XXXXXXXXXX	XXXXXXXXXX	XXXXXXXXXX	05/20/2022	00000000
PSTD	XXXXXXXXXX	XXXXXXXXXX	XXXXXXXXXX	XXXXXXXXXX	05/20/2022	00000000
PSTD	XXXXXXXXXX	XXXXXXXXXX	XXXXXXXXXX	XXXXXXXXXX	05/20/2022	00000000

Suspended records

Suspended statuses

Error	Examples
Suspended	<p>“S - Subject Salary, Regular is greater than Gross Salary.”</p> <p>S - Employee has 600 or more hours of service reported in the plan year; wage code ‘02 - Regular/Non-Qualifying’ may not be used.</p> <p>S - New Hire (status code '01','15') records must include Address, Date of Birth and Gender information.</p>
Bad Format	<p>“B - Date of Birth must be numeric.”</p> <p>“B - Last Day Service must be 8 characters.”</p>

Suspended records

Suspended statuses

Error	Example
Flagged	<p>“F - The Hours Worked (Regular) are greater than 200.”</p> <p>“F - The Regular Hours are zero and the wage code is 01.”</p>
Valid	<p>A wage code 08 record being reported during a member’s wait time when no 6% IAP contributions are due. Wage code 08 must have contributions included.</p>

Suspended records

Example error messages

Detail 2 Wage and Service records

ADD/EDIT A MEMBER RECORD

Suspended



Error Messages For Member

S - Dates reported correspond to a Active Service segment on file; only wage codes of 01, 04, 05, 06, 08, 14 can be reported for Active Service segments.



Error Messages For Member

S - The SSN entered does not exist in the system.



Error Messages For Member

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

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

Suspended records

Example error messages

Detail 1 Demographic records

ADD/EDIT A MEMBER RECORD

Bad Format



Error Messages For Member

B - Last Day Service must be 8 characters.

Suspended



Error Messages For Member

F - Addresses reported on Retired members are not stored.
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 Messages For Member

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

Suspended records

Unclear error messages

When to ask for help

If you —

Receive an error message you don't understand.

Receive an error message, but your record seems correct.

Receive error messages that seem to conflict.

Correct the error and then receive a different error message the next business day.

Contact your ESC representative for help.

Suspended records

Five most common error messages

Message

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

Possible causes

1. The new-hire record for this employee has not posted yet.
2. It may have been submitted but is either suspended or in a “VLID” status.
3. Someone accidentally reported this employee as terminated.
4. The new-hire record was posted with an incorrect Social Security number (SSN).

Solutions

1. Wait until the next business day and resave the wage record.
2. Find the suspended record, correct the error(s), and resave. The report should post. Save your wage record again the next business day so that it can post.
3. Check their employment status. If they have a termination/end date, submit a DCR to PERS requesting to have the termination removed.
4. Confirm employee’s SSN. If it is incorrect in EDX, submit a DCR requesting that ESC change the employee’s SSN in EDX.

Suspended records

Five most common error messages

Message

- 2. 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.

Possible causes

- 1. Individual Account Program (IAP) contributions do not match system calculation.
- 2. If a 0 appears, EDX does not expect contributions. This means you entered contributions for a retiree or during an employee's wait time.
- 3. Improper classification of subject/non-subject salary, wrong calculation used, or changed contribution start date.

Solution(s)

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 nor in their waiting period.

Correct the record and resave.

Suspended records

Five most common error messages

Message

3. Member is not eligible to receive contributions on this record.

Possible causes

This message can occur when you report Individual Account Program (IAP) contributions on a Detail 2 wage record but:

1. EDX shows the employee as still in their six-month wait time.
2. The position type is non-qualifying service.

Solution(s)

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 their wait time, edit the record to remove contributions and re-save the record.
- If you think the CSD should be reviewed, submit a DCR or contact your ESC account representative.

If the non-qualifying service position type is correct, change the wage code to 02 and remove the contributions.

If employee has become qualifying through 600+ hours of service for the year, send a DCR requesting a change in position type to "active service" for that year.

Suspended records

Five most common error messages

Message

4. 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.

Possible 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(s)

Submit a DCR to request change in position type from non-qualifying service to active service. Include employee's IAP contribution type (EPPT, MPPT, or MPAT).

Once 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.

Suspended records

Five most common error messages

Message

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

Possible cause

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

Can be caused by multiple non-qualifying segments.

Solution

Change the wage code to 01 and add contributions if the employee has completed their six-month wait time (i.e., they have worked in a qualifying position for six months for the same employer with no break longer than 30 days).

Suspended records

Updated suspended records guide

[Guide 6, Correcting Suspended Records](#)

Formerly covered only top five most common.

Expanded to cover dozens of most common error messages. Each message includes:

- Explanation of error message.
- Most likely causes or reasons.
- Solutions.



Employer Service Center help and support

- Individual support
- Suspended records resources
- Employer education resources

ESC help and support

Individual support

Employer Service Center call center

Quick questions and employee status checks
General knowledge about EDX reporting

Hours

8:30 a.m. – 12 p.m., Monday to Friday (excluding holidays)

Phone

888-320-7377: press 4 to reach ESC

Email

PERS.EDX.Support@pers.oregon.gov

Fax

503-603-7626



ESC help and support

Individual support

Employer Service Center representatives one-on-one help

Individualized help with EDX reporting.

Can log into your EDX account to help solve issues.

Grouped into teams for specialized knowledge:

1. Local Government Employment
2. State Agencies
3. Schools, Oregon University System, and Community Colleges

Contact information
listed on
<https://www.oregon.gov/pers/emp/Pages/ESC-Representatives.aspx>

1-on-1

To reach your representative:

- Call between 8 a.m. – 5 p.m., Monday to Friday (excluding holidays).
- For a longer appointment, or 1-on-1 working session, email your rep. to schedule time.

ESC help and support

Suspended records resources

Submitting a Demographic Correction Request
[Employer reporting guide 20, *Creating a DCR*](#)

Identifying, understanding, and correcting suspended records
[Employer reporting guide 6, *Correcting Suspended Records*](#)

Questions and one-on-one help
Contact your [Employer Service Center \(ESC\) account representative](#)

Information about training
Email ESC employer trainer Rachel Schizas rachel.schizas@pers.oregon.gov

Webinar presentations, Q&As, and training materials
[PERS Employer Training webpage](#)

ESC help and support

Employer education resources

- [New Employer Reporter Welcome Guide](#)
- [PERS Member Journey illustration](#)
- Thursday meet 'n greet ([email the employer trainer](#))
- [Live beginner employer training](#) (scroll down to Instructor-Led Courses, live classes)
- [Recorded beginner employer training](#) (scroll down to Instructor-Led Courses, recorded class)
- [Intermediate webinars w/Q&A](#) (scroll to Upcoming Webinars)
- [Previous webinars](#) (scroll to Past Webinars)
- [ESC Call Center](#)
- [ESC representatives one-on-one help](#) (scroll to ESC Representatives)
- Monthly newsletter (delivered monthly by email then [posted online](#))
- [28 employer reporting guides](#)
- [11 quick-reference guides](#)
- [Employers website](#)
- [Videos](#) (scroll down to Videos)

Questions and answers

Questions and answers

- Raise your hand to speak (preferred) or ask in the chat.
- An ESC representative will answer your question, if possible. More complicated questions may need follow-up.
- Do not use employee names or any personal information.



OREGON PERS

PUBLIC EMPLOYEES RETIREMENT SYSTEM



THANK YOU

