



## Employer transaction errors

### Quarterly payroll data

To post retirement contributions to member retirement accounts, employers must submit quarterly payroll data to PEBA. Employers must submit payroll data via the *Employer Reporting* feature in EES<sup>1</sup> by either uploading a file or entering and submitting data through the EES ER option.

After an employer submits a quarterly payroll and PEBA releases the detailed payroll records for posting to individual member accounts, employers must verify if there are errors. View errors via the *Employer Transaction Error List* feature in EES. An error might harm a member's account and delay or even jeopardize correct crediting of service and contributions to the account; therefore, employers should review and correct errors as soon as possible.

Some error corrections for state agencies who report their payroll through the Office of the Comptroller General (CG) must go through the CG's Office. View the *Quarterly report corrections* training document at [peba.sc.gov/retirement-training](https://peba.sc.gov/retirement-training).

### Employer Transaction Error List

Employers should review and correct errors as soon as possible. Errors will remain on the list until resolved. Employers must resolve all errors for a quarterly payroll before PEBA can reconcile monthly and quarterly deposits.

The alert icon notifies employers of outstanding errors related to quarterly payroll and supplemental report data. The list is initially sorted by Quarterly-End-Date, then SSN order. Select any column header to sort the list by that column, in ascending or descending order. To sort by multiple columns, select the first column header to get the correct ascending/descending order, then hold down the Shift key and select another column header to add that column to the sort order.

Select the transaction to view detailed information about the error.

The assigned Employer Reporting representative will also review the errors and might contact you about them. The representative's name and phone number are at the end of the error list.

The Help link also provides a list of transaction codes.

### Errors and instructions

#### Member accounts

**PEBA needs updated employment information.**

Complete an enrollment for the employee's current position.

---

<sup>1</sup>Excludes state agencies that report payroll through the Office of the Comptroller General (CG's Office).

- Payroll record (SSN and/or Account) does not match enrollment records on file with PEBA.
- Review the *EES Member Profile*.
- Select the enrollment link to initiate a *Retirement Plan Enrollment* or submit enrollment information in SCEIS if employer is a state agency that reports payroll through the CG's Office.

**The Employee Name does not match PEBA's files.**

Verify the last name used in the Employee Name field. Submit name change documentation, if necessary. Possible updates may be required in the employer's system.

- Payroll record (Last Name) does not match the member account on file with PEBA.
- Review the *EES Member Profile*. Upload last name change documentation to PEBA, if necessary.
- Update the payroll record, if necessary.

**PEBA does not find this employee as a retiree.**

Verify the detail record Retiree Indicator and Account.

- Payroll record submitted with a Retiree Indicator (R); however, the member account is not retired with PEBA.
- Review the *EES Member Profile*.
- Update the payroll record, if necessary.

**Member account is withdrawn. Amount certified for refund does not match or does not exist.**

Verify the refund certification information and contact PEBA for more information.

- The member account is in a Withdrawn status. Review the *EES Member Profile*.
- Payroll record does not match the refund certification that was submitted in the *EES Task List*. Compare the payroll record to the refund certification.
- If a new hire, initiate a *Retirement Plan Enrollment*.

**Retirees**

**PEBA needs updated Return-to-Work information.**

An authorized user must enter Return-to-Work data.

- Employers must notify PEBA when they hire a retired member. A valid retiree return-to-work date must be on file.
- If a quarter is missed, causing a gap in contributions, a revised return-to-work date is required.
- Review the most current return-to-work information in *EES Employed Retirees - Return to Work Date Entry*.
- If a valid date is not on file, submit a Return-to-Work Date in *EES Employed Retirees - Return to Work Date Entry*.

**Member is either retired or in the process of retiring.**

Possible "R" Retiree Indicator missing on the detail record.

- Payroll record submitted without a Retiree Indicator (R); however, the member account is retired with PEBA. Review the *EES Member Profile*.
- If reporting a member's last certified quarterly active wages and contributions, and the entry is correct without the "R" Retiree indicator, contact your assigned representative.

- Update the payroll record, if necessary.

## **Service credit**

### **The Contract Length has changed since the last submitted report.**

Verify the detail record Contract Length. If correct, contact your assigned representative.

- Payroll record submitted with a contract length that does not match the previously submitted contract length. Any change in contract length during a fiscal year can impact service credit.
- Review EES Member Profile, under Account, to confirm the previously submitted contract length.
- Certain educational positions (e.g., teachers, bus drivers, cafeteria workers) require use of a special contract length if paid 9, 10 or 11 months for the fiscal year.
- Certain municipality positions (e.g., individuals elected to public office or appointed to serve on a board or commission, such as mayor, or city or county council member) paid a salary (i.e., not a stipend for meeting attendance) are not required to meet the service credit threshold to receive full-service credit and should be reported on special contract lengths 13, 14, 15 or 16.
- Update the payroll record, if necessary.

### **Months Paid Cycle is invalid.**

The detail record Months Paid Cycle must be 1, 2 or 3.

- Payroll record submitted with an invalid number of months paid.
- Update the payroll record, if necessary.

### **The Effective Date of Membership falls within the date range of the quarter, and combination of contract length and months paid is more than can post in that range.**

Verify Effective Date of Membership is correct and/or contract length and months paid reported.

- Payroll record submitted with a contract length and months paid that is not allowed for a member account, whose effective date of membership falls within the quarter.
- Review EES Member Profile, under Account, to confirm the effective date of membership.
- If necessary, submit a revised enrollment correcting the date of hire and date of membership.

### **There is an issue with the detail record End Date and the member's Effective Date of Membership.**

- Payroll record submitted with a quarter end date that is not allowed for a member account, whose effective date of membership falls outside of the quarter.
- Review EES Member Profile, under Account, to confirm the effective date of membership.
- If necessary, submit a revised enrollment correcting the date of hire and date of membership.

## **State Optional Retirement Program (State ORP)**

### **The ORP Vendor Code is incorrect for the fiscal year.**

Verify the detail record ORP Vendor Code. If it is correct, contact your assigned representative.

- Payroll record submitted with an invalid State ORP service provider code.
- Review EES *Member Profile*, under Account, to confirm the State ORP service provider.
- Update the payroll record, if necessary.

**The ORP Vendor Code does not match the member's current vendor.**

Verify the detail record ORP Vendor Code. Possible updates might be required in the employer's system due to an Open Enrollment vendor change.

- Payroll record submitted with an invalid State ORP service provider code.
- Review *EES Member Profile*, under Account, to confirm the State ORP service provider.
- Verify the detail record ORP Vendor Code. Possible updates may be required in the employer's system due to an Open Enrollment vendor change.
- Update the payroll record, if necessary.

Learn more about the reporting process and EES in the [Covered Employer Procedures Manual](#). Also see *Retirement Benefits Training* at [peba.sc.gov/retirement-training](http://peba.sc.gov/retirement-training).

If you have issues with keying employer transaction errors, contact your assigned Employer Reporting representative.