# Getting Started

Note: Some screenshots in these instructions may be different to a screen you see on your computer. This is due to browser differences (i.e. Internet Explorer vs Chrome, etc.) It should not affect how you clear exceptions.

I. What are Exceptions?

When an employer reporting file has been submitted after passing the validation process, it may have errors identified during the edit process. If the exceptions are 35% or more of the total records in the file, the entire file will reject. If the file is rejected it must be corrected and then resubmitted.

Note to <u>Web Entry Users</u>: If your file rejects, you must delete the rejected file before submitting the new one. To delete the rejected file, click **Delete Reporting**.
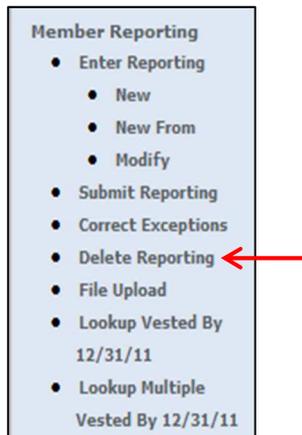

Users will receive an email notification, within an hour after the file has gone through the edit process, informing the employer contact of any reporting exceptions/errors, late payments, and rejected files. (The edit process is done every day at 9:30 a.m., 12:30 p.m., 3:30 p.m., and 6:30 p.m.) This email is sent to the address that is set as the "main contact" at NHRS.

Note: Some employers use a group email for this contact so multiple users see these notifications, we encourage this practice to ensure notifications are addressed in case of unexpected absences.

Batches must be free of exceptions by the 15th of the month to avoid a penalty. For more information, see: https://www.nhrs.org/about-nhrs/news/article/2017/05/08/employer-alert-reporting-and-payment-penalties

II. Logging into the DRS

1. To get started, click on the **DRS Quicklink** at the top of the www.nhrs.org homepage.
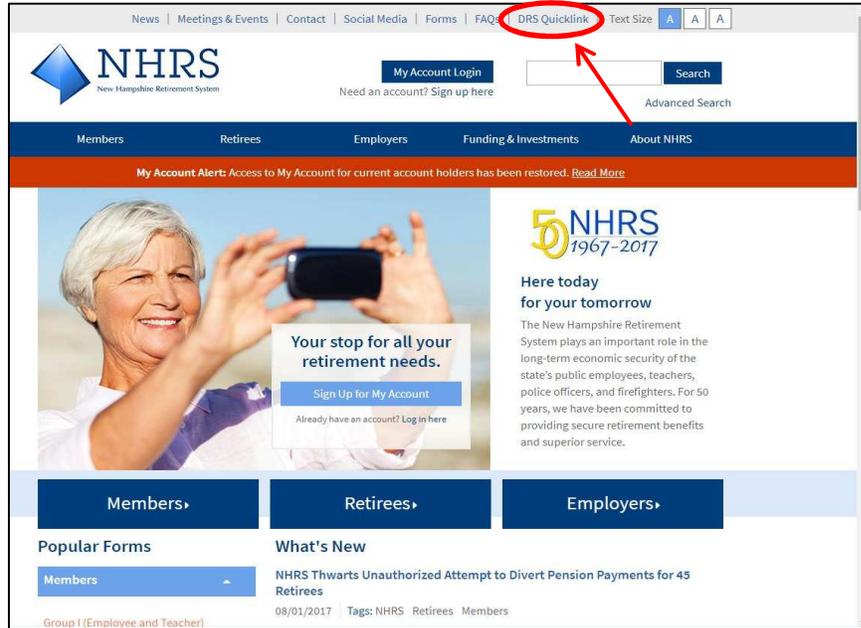
2. Click **Authorized**.

    Note: For first-time use of the DRS, please contact NHRS DRS Support at (603) 410-3508 to request a login username and password, or fill out a DRS User Access Form available here: https://www.nhrs.org/docs/default-source/employer-education/nhrs-drs-access-form.pdf

3. Log in using your **username** and **password**.

   Note: If you do not remember your password, you may reset it by clicking the "**Forgot your password?**" link.

4. You will be brought to the following page:

a. The **Employer Reporting** module is used to report monthly wage and contribution data for active, full-time employees.

b. The **Retiree Reporting** module is used to report hours worked and compensation paid to NHRS retirees who are on your payroll. This reporting is done annually.

c. Employers and third-party administrators (TPAs) use the **Insurance Reporting** module to update insurance premiums and to submit insurance authorizations for their retirees.

    Note: Users will only see modules that they are authorized to access.

5. To clear exceptions, select the **Employer Reporting** module.

III. Navigating the DRS Employer Reporting Menu

The menu on the left-hand side of the Employer Reporting module consists of four sections.

Member Reporting
- Enter Reporting
  - New
  - New From
  - Modify
- Submit Reporting
- Correct Exceptions
- Delete Reporting
- File Upload
- Lookup Vested By 12/31/11
- Lookup Multiple Vested By 12/31/11

- The **Member Reporting** section is used to create, edit, submit, and delete monthly wage and contribution files. Employers will also refer to this section to correct exceptions, upload needed files, and verify employees vesting status.

Reports
- Batch Detail - Original
- Batch Detail - Unposted
- Batch Exceptions
- Batch Summary
- Employer Account Activity
- Employer Account Activity Summary
- Employer Reconciliation Report (Legal)
- Employer Reconciliation Report (Letter)
- Payment Vouchers
- Report Difference
- Reporting and Voucher Numbers

- The **Reports** section allows employers to run a variety of reports that contain information designed to help the employer identify errors or validate information contained in the batches that are submitted to NHRS. These reports will open in a new tab.

Wage Correction
- Create Wage Correction Input File
- File Upload

- The **Wage Correction** section is used to create wage correction input files and upload any files that may be required as a result of employer audit findings. **Note**: Do not use this section without prior authorization by NHRS.

Fund Options
- Select Employer
- Select Module
- Help
- Change Password
- Logout

- The **Fund Options** section allows reporting entities to select the employer for whom they are reporting (you will only see employers you have access to). It allows users to switch to a different DRS module (if authorized), access the help section, change a password, and log out of the DRS.

IV. Generating Reports in the DRS Employer Reporting Module

Reports are located in the **Reports** section of the side-bar. For this example, we will generate a **Batch Exceptions** report.

The **Batch Exceptions** report is generated to provide the detail of exceptions in a selected batch. This report is used to identify the errors made to the member's record.

Note: All reports will go through the same process to generate.

1. Click on **Batch Exceptions** in the **Reports** section of the Employer Reporting module.
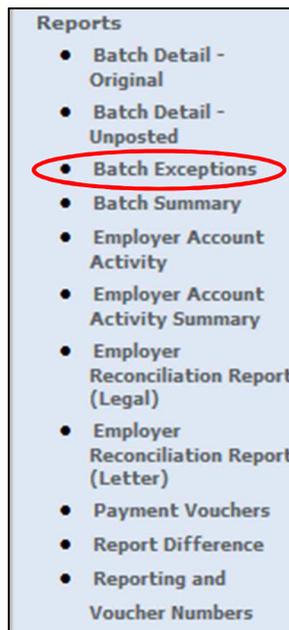

2. Select the batch number that you are running a report for. Then select how you want the batch to be sorted. Click **Run Report**.
    a. Member Name will sort the batch alphabetically by the members' names; Member SSN will sort the batch numerically by the members' Social Security Numbers; Error Description will sort the batch by grouping similar exceptions; and Record Status will sort the batch by whether the record is in error or not.

3. A warning will appear asking if you want to open the report. Click **Allow**.

Note: Depending on your web browser and your computer's security system, you may see a warning that looks different, or no warning at all.
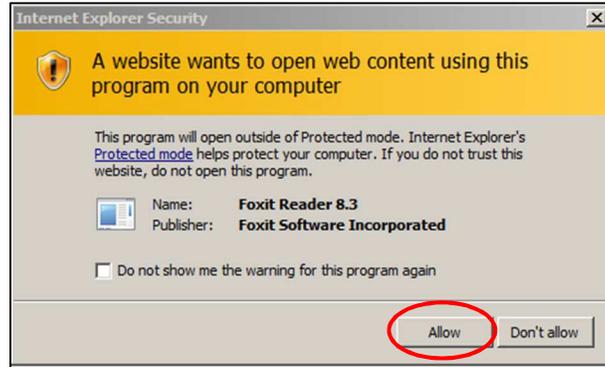
4. The Batch Exceptions report will open in a new tab.

| Run Date : 08/16/2017 Run Time : 2:22 PM			**NH Retirement System** **Batch Exceptions** *Sort by Error Description*				User Id : PGold Logon Page 2
Member Name **SSN**	**Record Status** **Status Date**		**Error Description**	**Pay Period**	**Field Name** **Field Value** **Expected Value**		**Other**
▮	In Error 07/14/2017		Contributions are out of balance (22)	26	Employee Current $57.53 $89.53		Applicable Rate = 7%
▮	In Error 07/14/2017		Contributions are out of balance (22)	27	Employee Current $57.53 $79.93		Applicable Rate = 7%
▮	In Error 07/14/2017		The Base Salary is too high (1009)	27	Base Compensation $10,593.76 $9,196.00		Base Compensation High Variance
▮	In Error 07/14/2017		The Base Salary is too low (1010)	27	Base Compensation $0.00 $81.13		Base Compensation Low Variance

V. Viewing Exceptions

There are many different exceptions that an employer may see when trying to submit monthly employer files through the DRS. The most common are:

1. Base Salary is too High or too Low
2. Duplicate Unposted Records Exist
3. Contributions are out of Balance
4. Salary Variance Exceeded
5. Pay Period is Prior to Employment Date
6. Invalid Annual Base Salary

HOW TO VIEW YOUR EXCEPTIONS LIST

1. Click on **Correct Exceptions** under the Member Reporting section of the menu on the left-hand side of the screen.
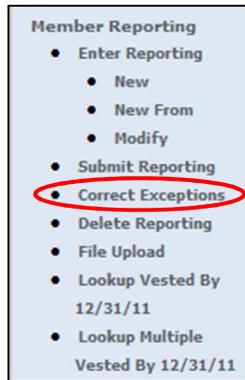
2. This displays all member records that contain errors from all batches that have not yet posted.
   a. Hover over the blue "?" button to see an explanation of the exception.

Note: There may be member records from several batches listed. Correct exceptions as quickly as possible. Member records with no exceptions will not post if there are outstanding exceptions on any record in a previous batch. These member records will not post until all exceptions have been corrected.

You can sort the records by clicking on a column heading:

- **Batch Num** – sorts in batch number order.
- **Name/SSN** – sorts in alphabetical order by employee's last name or by Social Security number order.
- **Exception** – sorts by exception type in alphabetical order (all exceptions or each type are grouped together).

Sending member information to NHRS:

Some exceptions may require employers to send additional information to NHRS, such as member SS Cards, new enrollment forms, etc. When emailing NHRS with sensitive member information, we ask that employers use a secure email encryption service. If you do not already use an email encryption service, you can sign up for Zix email encryption for free via nhrs.org. For more information, see: https://www.nhrs.org/employers/employer-news-blog/employer-news/employer-news-blog/2018/09/25/zix-email-encryption