

# Clearing a Non-Reporter Exception

The **Non-Reporter** exception occurs if a member is included in the monthly reporting batch but has no reported wages.











The most common reason for this exception is that the member is no longer working for the employer, but the employer has not added a termination date and termination reason to the member’s record.

Do not delete the member from the batch! If the member is not properly terminated, he or she will continue to show up and generate exceptions in future monthly batches. For more information on terminations, see: [How to Terminate a Member](#)


The employer may see this exception or warning if the member is out on a leave of absence (LOA). In this case, the employer should reach out to NHRS to mark it as a LOA. Employers may also see this exception if the Social Security number or birth date reported is different than what is already in the member record. Employers should contact NHRS for these issues.

1. To clear this exception for a terminated member, go to the **Reporting Exceptions** page and click **Review**.

Reporting Exceptions 

<input type="checkbox"/>		Member Name	SSN	Batch Number	Exception Status	Date	Override Warnings	Exception
<input type="checkbox"/>	<a href="#">Review</a> <a href="#">Delete</a>	[REDACTED]	***-**-****	121752	In Error		No	 Member Wai  Member Errc  Pay Period W  Pay Period Ei
<input type="checkbox"/>	<a href="#">Review</a> <a href="#">Delete</a>	[REDACTED]	***-**-****	121752	In Error		No	 Pay Period W  Pay Period Ei
<input type="checkbox"/>	<a href="#">Review</a> <a href="#">Delete</a>	[REDACTED]	***-**-****	121752	In Error		No	 Member Wai  Member Errc
<input type="checkbox"/>	<a href="#">Review</a> <a href="#">Delete</a>	[REDACTED]	***-**-****	121752	In Error		No	 Member Errc
<input type="checkbox"/>	<a href="#">Review</a> <a href="#">Delete</a>	[REDACTED]	***-**-****	121752	In Error		No	 Member Wai

2. After clicking Review, a screen will appear that shows the specific exception(s) associated with the selected record in the **Exceptions Found** section at the top. This screen also contains member details, pay cards, and other information.

**Member**


The member was identified as a non-reporter and added to the batch. Please add Pay Period details for the member, or delete the member from the batch.

3. To clear the exception and prevent it from recurring, you must terminate the member.

Go to the Member Details section of the page to add a **Termination Date** and choose a **Termination Reason** from the drop-down menu. **Note:** The only choices in the drop-down are “Terminated Employment” and “Death.”

Click **Update**.

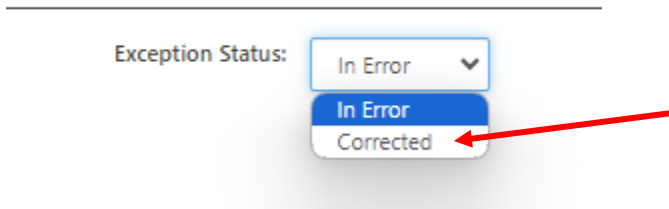
The screenshot shows the 'Member Details' form. The fields for First Name, Middle Name, Last Name, SSN, Gender, Birth Date, Marital Status, and Hire Date are redacted with black boxes. The Termination Date field is highlighted with a red box and has a red arrow pointing to it. The Termination Reason field is also highlighted with a red box. The Update, Delete, and Cancel buttons are at the bottom, with the Update button circled in red and a red arrow pointing to it.

Next, click on each of the **Pay Period** cards in the batch and click **Delete**. After you click Delete, you will also have to click through a warning screen (not shown) to confirm your choice.

The screenshot shows the 'Pay Periods (2)' section. There are two pay period cards. The first card, 'Pay Period 21', is highlighted with a blue border and has a red arrow pointing to it. The second card, 'Pay Period 20', is dark gray and has a red arrow pointing to it. A third card with a plus sign is to the right.

**Note:** Deleted pay periods will show as dark gray.

4. After adding the termination information and deleting the pay periods, change the exception status from “In Error” to “Corrected.”



**Note:** At this time, the member will come back with another warning that we will have to override for you. Please contact NHRS to override the warning.