Clearing Exceptions

After a file is submitted, the trial process validates the individual member data and posts it to the member's account if no exceptions are found. Exceptions are errors found in a monthly reporting file. If your batch has exceptions, you will receive notification from NHRS via email and in the Employer Communications section of DRS dashboard. Batches with exceptions require correcting, or "clearing," before the file can run a trial process again.

If your batch contains exceptions, there are two ways to view them:

1. Click on the **Exceptions** button in the menu on the left-hand side of the screen.



Or, click on the **Batch Card** on your dashboard.

ecent Bate	ches	/			
	Batch 12175	2 * Ø	Batch 12175	53	*
	Correct Exc	eptions	Sche	duled	
	03/0	3/23		7/22	
	Report End	09/24/22	Report End		
	Received	03/03/23	Received		
	Due	10/17/22	Due	11/15/2	2

2. Either way, you will be taken to the **Reporting Exceptions** page. The grid displays a record for each member who has one or more exceptions that must be cleared in order for the batch to be accepted (or "post"). From here, you can select exceptions to review and correct.

	<u>Member Name</u>	<u>SSN</u>	Batch Number	Exception Status	<u>Date</u>	<u>Override</u> <u>Warnings</u>	Exception Types
<u>Review Delete</u>		***_**	121752	In Error		No	Member Warning Member Error Pay Period Warning Pay Period Error
<u>Review Delete</u>		***_**_	121752	In Error		No	Pay Period Warning Pay Period Error
<u>Review</u> <u>Delete</u>		***_**_	121752	In Error		No	⚠ Member Warning Member Error
Review Delete		***_**_	121752	In Error		No	X Member Error
Review Delete		***_**	121752	In Error		No	A Member Warning

Note: See the Common Exceptions document for a list and description of specific exceptions.

To work with a single record, select the Review link next to it. This takes you to the Reporting Batch – Member Details screen. Here you will find the exceptions and complete detail reported for that member.

To work with multiple records, select the check box next to each record in the grid that should be reviewed at this time (or select the check box in at the top of grid to select all records), then select the Review Selected link below the grid in the Multiple Record Update Options section. When this option is selected, the detail for the first selected member populates the ERS Batch – Member Details screen. You can then move forward and back through the other selected members using Next Member and Prev Member buttons at the top of the screen. The name of the next member and previous member in the progression is included in parentheses next to each button.

Note: The "Delete" button beside "Review." This link will delete the member's entire pay record from the batch and is rarely used.

3. After clicking review, you will be taken to a screen that shows the specific exception(s) associated with the selected record. These appear in the Exceptions Found section at the top of the screen. Each exception is displayed on a tile with a red or yellow banner. Both red and yellow banner exceptions must be cleared; in some cases, clearing one also clears the other. The exception type is also displayed on each banner, along with the associated pay period, if applicable. The card provides a brief explanation of what the exception is. Clicking on the exception card will take you to fix it.

Note: In this example, it is a "Salary Variance Exceeded" exception, which typically occurs if the wages reported for a member are significantly higher than what had been previously reported for them. This typically occurs as the result of a stipend, balloon check, severance pay, etc.

eptions Found		
Pay Period (PP 1945)	Pay Period (PP 1945) 🛛 🗙	Exception Status: In Error
The allowable salary variance percentage between this pay period and the prior eported pay period for the variance ategory of Annual Base Salary has been weeded. The allowed variance for this imployer and variance category is defined is 5.00%.	Salary variance has been exceeded for Annual Base Salary. The salary must be corrected or a Salary Variance Reason selected.	
121752 Report End Date: 9/24/2	2022	Edit Current Originally Reported Last Posted
121752 Report End Date: 9/24/2 ber Detail	2022	
	1022	Edit Current Originally Reported Last Posted
	1022 Hire Date:	
Employee ID: SSN:	Hire Date: Participation Begin Date:	Member Details
Employee ID:	Hire Date:	Member Details
Employee ID: SSN: Gender: Birth Date: Marital Status:	Hire Date: Participation Begin Date: Termination Date: Termination Reason: New Hire: No	Member Details First Name: Middle Name:
Employee ID: SSN: Gender: Birth Date:	Hire Date: Participation Begin Date: Termination Date: Termination Reason:	Member Details

4. This screen shows the details of why the exception occurred. In this example, you'll notice that one of the pay periods is in error. To clear this exception, click on the pay period to open the Pay Period Details screen, choose a reason for the salary variance, then click Update.

Member Detail			Pay Period Details		
Employee ID:	Hire Da			od Number:	1945
SSN: * Gender: Birth Date:	Gender: Termination Date:		Pay Period	Begin Date:	8/21/2022
Death Date:			Pay Peric	od End Date:	0.07.0000
Death Type:			Pla	Leave of Abs Leave of Abs	ence End
Pay Periods (2)		31		Longevity Pa Non-Termina Other	y ition Leave Payout
Pay Period 1949 - Record Type: Normal	Pay Period 1948 - Record Type: Normal	Pay Period 1947 Record Type: Normal		Retro Adjust Salary Contir	
Begin Date: 9/18/2022 End Date: 9/24/2022	Begin Date: 9/11/2022 End Date: 9/17/2022	Begin Date: 9/4/2022 End Date: 9/10/2022		Settlement Stipend	luance
Pay Date: 9/30/2022	Pay Date: 9/23/2022	Pay Date: 9/16/2022	Final Reportir Annua		mary Wages/Remaining Contract Payo
Pay Period 1946 👓	Pay Period 1945 🖘 🔇			Worker's Cor	np
Record Type: Normal Begin Date: 8/28/2022	Record Type: Normal Begin Date: 8/21/2022	+	Salary Varia	nce Reason:	
End Date: 9/3/2022 Pay Date: 9/9/2022	End Date: 8/27/2022 Pay Date: 9/2/2022		Employment Information		
			Employ	yment Type:	Full Time 12
Salary	Contributions			date Dele	cancel
Base Pay	Employee Current				

5. After correcting the exception, it is not yet "cleared." There are two ways to mark it as cleared. The first is to click on the elongated oval shape underneath the exception card. Clicking on the oval marks the exception cleared and it turns green.

y Period (PP 1945)	Pay Period (PP 1945) X	Exception Status:	In Error 🗸
The allowable salary variance percentage between this pay period and the prior reported pay period for the variance category of Annual Base Salary has been exceeded. The allowed variance for this employer and variance category is defined as 5.00%.	Salary variance has been exceeded for Annual Base Salary. The salary must be corrected or a Salary Variance Reason selected.		

Or, return to the exception screen where all the exceptions are listed, check the box next to the exception, and click **Mark as Corrected** at the bottom of the page.

Exceptions <u>must</u> be cleared or they will not be picked up during the trial process when submitted to NHRS.

	<u>Review</u> <u>Delete</u>				***_**
2	<u>Review</u> <u>Delete</u>				***_**
	<u>Review</u> <u>Delete</u>				***_**
	Review Delete	As ,			***_**
					Total 41
Multip	le Record Updat	te Options:	Review Selected	Mark Corrected	Mark In Error