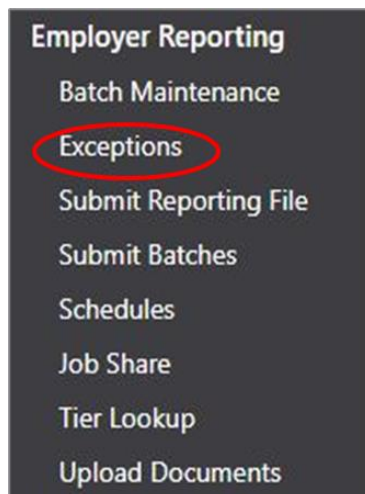


Clearing Exceptions

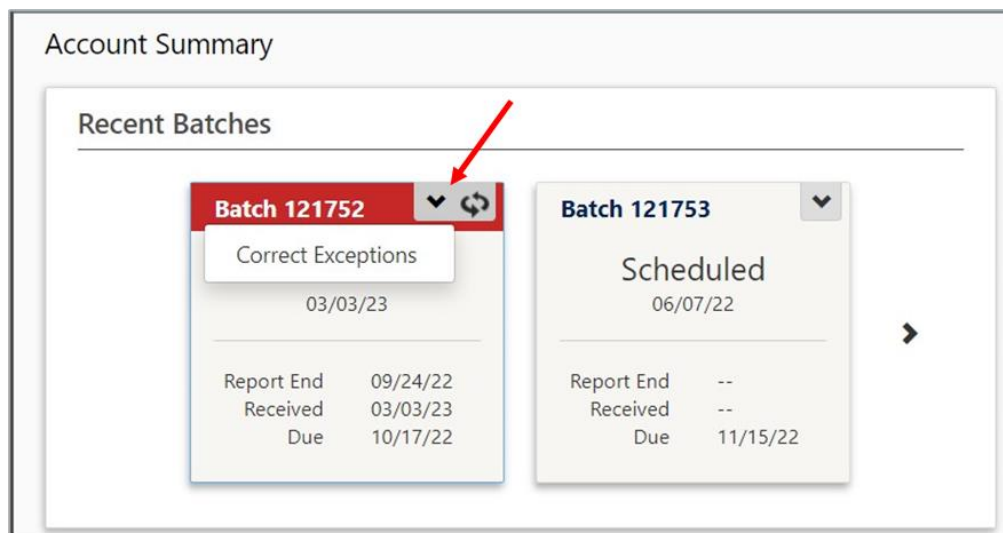
After a file is submitted, the trial process validates the individual member data and posts it to the member's account if no exceptions are found. Exceptions are errors found in a monthly reporting file. If your batch has exceptions, you will receive notification from NHRS via email and in the Employer 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.



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.

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

Reporting Exceptions 

<input type="checkbox"/>		Member Name	SSN	Batch Number	Exception Status	Date	Override Warnings	Exception Types
<input type="checkbox"/>	Review Delete	[REDACTED]	***_**	121752	In Error		No	 Member Warning  Member Error  Pay Period Warning  Pay Period Error
<input type="checkbox"/>	Review Delete	[REDACTED]	***_**	121752	In Error		No	 Pay Period Warning  Pay Period Error
<input type="checkbox"/>	Review Delete	[REDACTED]	***_**	121752	In Error		No	 Member Warning  Member Error
<input type="checkbox"/>	Review Delete	[REDACTED]	***_**	121752	In Error		No	 Member Error
<input type="checkbox"/>	Review Delete	[REDACTED]	***_**	121752	In Error		No	 Member Warning

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.

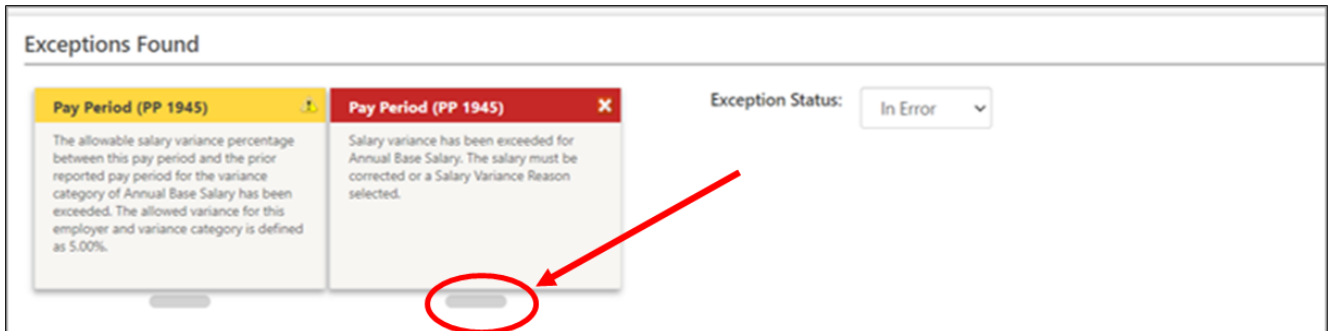
Note: The “Delete” button beside “Review.” This link will delete the member’s entire pay record from the batch and is rarely used.

- 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.

- 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**.

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.



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 must be cleared or they will not be picked up during the trial process when submitted to NHRS.

