

# Common Exceptions

Here is a list and description of several reporting exceptions that employers may encounter.

Exception Type	Exception Level	Exception Reason	Exception Message
<b>Category: Member Required Fields</b>			
Pay Period	Error	Contract Salary is less than or equal to zero.	Contract Salary must be greater than 0.
Member	Error	Hire Date Required	Hire Date is required.
Member	Error	Participation Begin Date Required	Participation Begin Date is required.
Pay Period	Error	Pay Period Record Type is missing or is not Normal or Pay Period Adjustment.	Record Type is required.
Pay Period (if pay period exists. Else, Member)	Error	Sub Group is reported but Plan cannot be resolved by the system, such as member's Employment History is inaccurate or overlapping, etc.	The member's Plan could not be resolved. Please contact NHRS for assistance.
Member	Warning	Member is flagged as New Hire and the selected Plan for the member has a status of Active But Not Accepting New Members.	The selected Plan's status is Active But Not Accepting New Members.
Pay Period	Error	Record Type is Normal and Annual Base Salary Required	When the Record Type is Normal, Annual Base Salary is required.
Pay Period	Warning	The Annual Base Salary on the reported Pay Period Adjustment does not match the Annual Base Salary on the Normal Pay Period.	The Annual Base Salary reported on the Normal and Pay Period Adjustments differ. The Annual Base Salary on the Normal will be overridden with the amount from the reported Pay Period Adjustment.
Pay Period	Warning	The Employment Type on the reported Pay Period Adjustment does not match the Employment Type on the Normal Pay Period.	The Employment Types reported on the Normal and Pay Period Adjustments differ. The Employment Type on the Normal will be overridden with the amount from the reported Pay Period Adjustment.

Exception Type	Exception Level	Exception Reason	Exception Message
Pay Period	Error	Record Type is Normal or Pay Period Adjustment and Pay Date Required	When the Record Type is Normal or Pay Period Adjustment, Pay Date is required.
Pay Period	Error	Record Type is Normal and Employment Type Required	When the Record Type is Normal, Employment Type is required.
Contribution	Error	Post-Tax Contribution Amount Required	Post-Tax Contribution Amount for contribution type {Contribution Type} is required.
Contribution	Error	Pre-Tax Contribution Amount Required	Pre-Tax Contribution Amount for contribution type {Contribution Type} is required.
Contribution	Error	Offset Contribution Amount Required	Offset Contribution Amount for contribution type {Contribution Type} is required.
Contribution	Error	A contribution amount greater than \$0 reported in the tax basis (pre or post) that is not the employer/plan's tax basis in effect as of the Pay Period End Date	The employer and plan on this pay period is configured for {Tax Basis} contributions as of the End Date. The correct tax basis must be used.
Salary	Error	Salary pay item is not associated or not effective for the reported plan/employer based on the Pay Period End Date.	Salary Pay Item is not associated with the Employer and Plan for the pay period.
Salary	Error	Salary Amount Required	Salary Amount for Pay Item {Pay Item Name} is required.
Salary	Error	Salary Pay Item Required	Salary Pay Item is required.
<b>Category: Unknown Reporters</b>			
Member	Error	SSN cannot be matched to existing member and no potential matches for first name, last name, and birth date were found	The SSN and/or Birth Date could not be matched to an existing member. If this is a new member, set the New Hire indicator.
Member	Error	Member does not exist in fund - Not New Hire	The SSN is not an existing member. If this is a new member, set the New Hire indicator.
Member	Error	New Hire Flag = True and SSN matches existing member, but Birthdate and/or Gender don't match	New Hire indicator is set to true and the reported SSN matches an existing member, but the Birth Date and/or Gender (if reported) do not match. Use the Same Person indicator if this is the same person and Birth Date and/or Gender will be updated.

Exception Type	Exception Level	Exception Reason	Exception Message
Member	Error	Member has one potential match on name and birthdate, but reported SSN does not match – Not New Hire	There is a potential match using name and birth date for this member but the SSN is different on the potential matching person. If this is the same person, mark the 'Same Person' indicator and if the person is a new member, mark the 'New Member' indicator also. If this is a different person, mark the 'Different Person' indicator.
Member	Error	Member has multiple potential matches on name and birthdate but reported SSN does not match an of the SSNs.	There are multiple potential matches using name and birth date for this member but the SSNs are different on the potential matching persons. If these are all different persons, mark the 'Different Person' indicator. If one of these persons are the same, make the necessary corrections to allow the System to match them.
Member	Error	Member marked as a New Hire has one potential match on name and birthdate but reported SSN does not match.	There is a potential match using name and birth date for this member but the SSN is different on the potential matching person. If this is the same person, mark the 'Same Person' indicator. If this is a different person, mark the 'Different Person' indicator.
<b>Category: Simple Member Data</b>			
Member	Error	Participation Begin Date is less than the Hire Date	Participation Begin Date must be greater than or equal to the Hire Date.
Pay Period	Error	Reported Pay Period End Date is prior to reported Hire Date	Pay Period End Date must be greater than or equal to Hire Date.
Pay Period	Error	Reported Pay Period End Date is prior to reported Pay Period Begin Date	Pay Period End Date must be greater than or equal to Pay Period Begin Date.
Salary	Error	Record Type is Normal and Salary Amt is negative	The Salary cannot be negative.

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Pay Period	Error	<p>The Plan reported for the Pay Period is not a Sub Group of “Teacher” but the member has at least one other Employment History record with no Termination Date with a “Teacher” plan.</p> <p style="text-align: center;">OR</p> <p>The Plan reported for the Pay Period is a Sub Group of “Teacher” but the member has at least one other Employment history record with no Termination Date with a non “Teacher” plan.</p> <p style="text-align: center;">OR</p> <p>The Plan reported for the Pay Period is a Sub Group of “Teacher”, the member has at least one other <i>Active</i> Employment history record with a “Teacher” plan, and SAU of the reporting employer is the not same as the other active employers.</p>	Members in a plan that is a Sub Group of Teacher can only work for multiple employers under the same Plan and SAU.
Member	Error	Normal pay period being reported overlaps with existing Normal transactions for the same fund, plan, and employer. The existing Normal transaction can be an account transaction for the same pay period dates or a Normal pay period for the same pay period dates included in the current batch.	This record overlaps with another Normal transaction record for the same fund, plan and/or employer and pay period dates. The pay period may need to be combined if it is for the same Normal.
Pay Period	Error	Employee Current Contributions greater than \$0 are reported but the member has the ‘Contributions Not Required’ key member attribute set to true on their Employment History screen	Mandatory contributions are not required for this member.
Member	Warning	Member with employment history record for the reported employer and current Status is Active or Active Payee, but the member was not reported in the batch (non-reporter)	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.

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Pay Period	Error	<p>The Plan reported for the Pay Period is not a Sub Group of “Teacher” but the member has at least one other Employment History record with no Termination Date with a “Teacher” plan.</p> <p style="text-align: center;">OR</p> <p>The Plan reported for the Pay Period is a Sub Group of “Teacher” but the member has at least one other Employment history record with no Termination Date with a non “Teacher” plan.</p> <p style="text-align: center;">OR</p> <p>The Plan reported for the Pay Period is a Sub Group of “Teacher”, the member has at least one other Active Employment history record with a “Teacher” plan, and SAU of the reporting employer is the not same as the other active employers.</p>	Members in a plan that is a Sub Group of Teacher can only work for multiple employers under the same Plan and SAU.
Member	Error	Normal pay period being reported overlaps with existing Normal transactions for the same fund, plan, and employer. The existing Normal transaction can be an account transaction for the same pay period dates or a Normal pay period for the same pay period dates included in the current batch.	This record overlaps with another Normal transaction record for the same fund, plan and/or employer and pay period dates. The pay period may need to be combined if it is for the same Normal.
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