

REPORT TROUBLESHOOTING

Employer Self-Service File Level Errors

Follow these steps to locate and resolve file-level errors in Employer Self-Service.

Step 1: Access File-Level Errors

From your dashboard, click the **error message link** under the **To Do List**.

My TFFR BUSINESS PARTNER
ND RETIREMENT & INVESTMENT OFFICE

My Dashboard

Home Previous Collapse Welcome Gath

INVOICES

No records to display.

EMPLOYER PAYROLL REPORTS

No records to display.

TO DO LIST

The last reported Payroll File has file level errors. Please review the errors, correct them and reupload the file.

MESSAGES AND OPPORTUNITIES

No records to display.

Step 2: View Ignored Errors

Click the **Ignored** link.

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Process Files Maintenance

Home Previous Collapse V

Process Files Lookup > Process Files Maintenan... x ← Displaying page 1 of 1. →

Record displayed.

Refresh

File Type : Employer Payroll

Processed Date : 09/29/2025 02:14 PM

Status : Review

Number of Rows : 122

File Name : RIO_Employer_Contribution_Report_20250929-09-30-57.csv

File Header ID : 4810

Comments : 57.csv has been rejected due to critical errors in the file. An email notification has been generated to inform the file's designated administrator(s).

Detail Records Status Summary

Detail Status Errors

Status	Record Count
Ignored	122

In the **Error Exists** drop-down box, select **Yes**.

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File Detail Lookup

Home Previous Collapse Welcome Gathman, Deneen v

Process Files Lookup > Process Files Maintenan... x ← Displaying page 1 of 1. →

[122 Records met the search criteria. This exceeds the maximum limit of 100. Please change the criteria and search again]

Search Criteria

File Type : Select options

Processed Date :

File Header Id : 4810

Detail Record Data :

Transaction Code :

Detail Record Status : Ignored

Line Number From :

Line Number To :

Error Exists : Yes No

Search Reset Store Search

Click the **Search** button.

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File Detail Lookup

HomePreviousCollapseWelcome Gathman, Deneer

Process Files Lookup > Process Files Maintenan... > File Detail Lookup ✕ ← Displaying page 1 of 1. →

[122 Records met the search criteria. This exceeds the maximum limit of 100. Please change the criteria and search again]

Search Criteria

File Type :
Select options

Detail Record Data :

Line Number From :

Processed Date :

Transaction Code :

Line Number To :

File Header Id :
4810

Detail Record Status :
Ignored

Error Exists :
Yes

Search

Reset

Store Search

Step 3: Review Errors

Under **Search Results**, click the **Line Number** link.

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File Detail Lookup

HomePreviousCollapseWelcome Gathman, Den

Process Files Lookup > Process Files Maintenan... > File Detail Lookup ✕ ← Displaying page 1 of 1. →

[1 Records met the search criteria.]

Search Criteria

File Type :
Select options

Detail Record Data :

Line Number From :

Processed Date :

Transaction Code :

Line Number To :

File Header Id :
4810

Detail Record Status :
Ignored

Error Exists :
Yes

Search

Reset

Store Search

Search Results

OpenView ChartExport to Excel

Results 1 - 1 of 1

File Header ID

Line Number

Status

Record Data

Transaction Code

Processed Date

4810

111

Ignored

02,REGL, 4866.86,0.00,0.00,571.86,620.53,N,0.423587,08092025

02

Review the error in the **Error Details** box, repeating these steps for each line number listed.

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File Detail Maintenance

HomePreviousCollapse

Process Files Lookup > Process Files Maintenan... > File Detail Lookup > File Detail Maintenance ✕ ← Displaying page 1 of 1. →

Record displayed.

Refresh

RIO_Employer_Contribution_Report_20250929-09-30-57.csv - Employer Payroll

File Type : Employer Payroll

Number of Rows : 122

Line Number : 111

Processed Date : 09/29/2025 09:30:57 AM

File Name : RIO_Employer_Contribution_Report_20250929-09-30-57.csv

Status : Ignored

File ID : 5001

Detail Record Data

Record Identifier : 02

Social Security Number :

First Name :

Adjustment Fiscal Year :

EE Pre-Tax Contributions : 0.00

ER Pick-up Pre Tax Contributions : 571.86

Member Exceeded IRC 401(a)(17) Limit : N

Hours Worked : 0

License Expiration Date : 08092025

Transaction Type : REGL

Last Name :

Middle Name :

Retirement Earnings : 4866.86

EE After-Tax Contributions : 0.00

Employer Contributions : 620.53

Last Taught Date :

ND Teaching License Number :

Error Details

Error Message ID

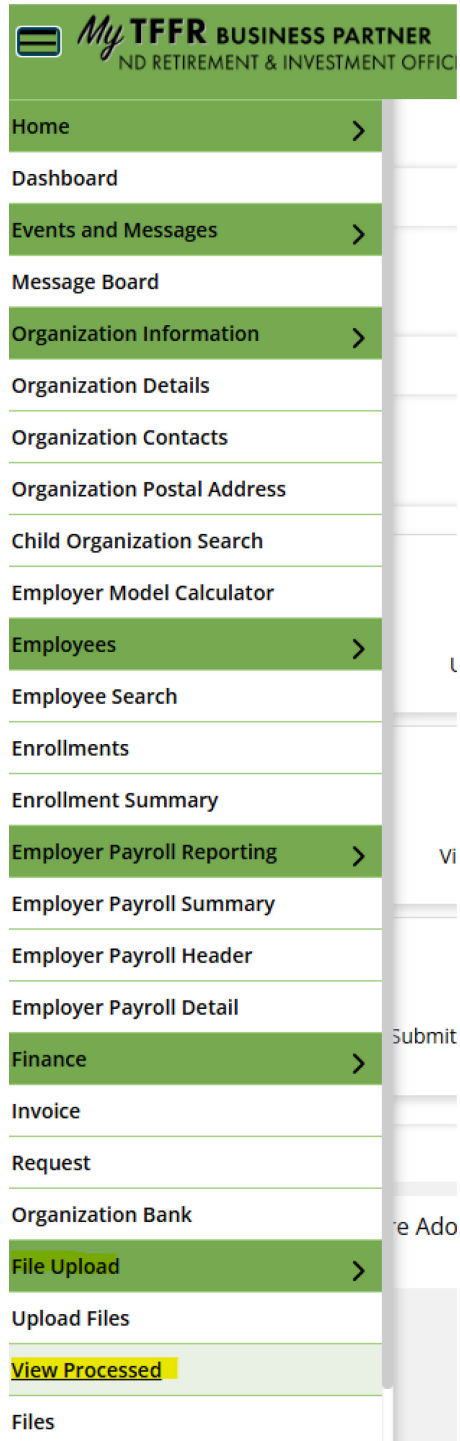
Error Message

40001338

ND Teaching License Expiration Date is before Pay Period Begin Date.

Step 4: If No Error Message Appears

Click the **Hamburger Menu (≡)** and under **File Upload**, select **View Processed**.



Click the **Search** button

My TFFR BUSINESS PARTNER
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Process Files Lookup

Search Criteria

File Type :

Select options

File Name :

File ID :

Processed Date From :

Search

Reset

Store Search

Search Results

Open

View Chart

Export to Excel

File Header ID

File Type

File Name

Number of Rows

Processed Date

Status

No records to display.

Click on the appropriate **File Header ID** link.
Then return to **Step 2** to view and resolve any ignored errors.

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Process Files Lookup

[24 Records met the search criteria.]

Search Criteria

File Type :

Select options

File Name :

File ID :

Processed Date From :

Search

Reset

Store Search

Search Results

Open

View Chart

Export to Excel

First

Prev

1

2

3

Next

Last

Results 1 - 10 of 24

☐	File Header ID	File Type	File Name	Number of Rows	Processed Date	Status
☐	4810	Employer Payroll	RIO_Employer_Contribution_Report_20250929-09-30-57.csv	122	09/29/2025	Review
☐	4809	Employer Payroll	RIO_Employer_Contribution_Report_20250929-09-03-40.csv	122	09/29/2025	Review
☐	4785	Employer Payroll	RIO_Employer_Contribution_Report_20250926-13-58-19.csv	122	09/26/2025	Review
☐	4106	Employer Payroll	RIO_Employer_Contribution_Report_20250821-11-47-34.csv	10	08/21/2025	Processed

Employer Self-Service Adjustments

Step 1: Upload the Current Report

Begin by uploading your current report to the system.

Step 2: Validate the Report

Once the report appears on your dashboard, review it for errors. Correct any errors and suppress any warnings until the report is valid.

Note: Your report must be valid before adjustments can be entered.

Step 3: Add Payroll Detail

When your report is valid, click **Add Payroll Detail** (as shown below).

The screenshot shows the 'Employer Payroll Header Maintenance' form. At the top, there is a green header bar with the TFFR logo and navigation links: Home, Previous, and Collapse. Below the header, a breadcrumb trail reads: My Dashboard > Employer Payroll Header... > X. A status bar indicates 'Record displayed. Please make changes and press SAVE.' and 'Displaying page 1 of 1'. The form contains several fields: Organization Name (redacted), Employer Payroll Header ID: 1883, Status: Review, Benefit Program: Teachers' Fund for Retirement, Month Begin Date: 09/01/2025, Month End Date: 09/30/2025, Period Type: Regular, Employer Model: Model 2 - Full, Remittance Status, Total Retirement Earnings, Total Eligible Earnings, Total Record Count: 172, Count of Current Records: 172, Count of Adjustment Records, Count of Adjustments to a Prior FY, Count of Records w/Last Date Taught Present, Count of Records w/Hours Worked Present, Count of Members Exceeding IRC 401(a)(17), Last Interest Grant Date, Is Validated: No, Submitted By, and Submitted: N. At the bottom, there are three buttons: Copy Forward, Add Payroll Detail (highlighted in orange), and Validate All.

Step 4: Select Transaction Type

In the **Transaction Type** drop-down, select **Adjustment** (as shown below).

The screenshot shows the 'Employer Payroll Detail Maintenance' form. It has a similar green header bar with navigation links: Home, Previous, Collapse, and Welcome Gathr. The breadcrumb trail is: My Dashboard > Employer Payroll Header... > Employer Payroll Detail... > X. The status bar shows 'Record displayed. Please make changes and press SAVE.' and 'Displaying page 1 of 1'. The form is divided into two sections: 'Employer Payroll Header' and 'Employer Payroll Detail'. The 'Header' section contains fields for Organization Name (redacted), Employer Payroll Header ID: 1883, Status: Review, Benefit Program: Teachers' Fund for Retirement, Month Begin Date: 09/01/2025, and Month End Date: 09/30/2025. The 'Detail' section contains fields for Employer Payroll Detail ID, Employer Model, SSN (redacted), First Name (redacted), Middle Name (redacted), Last Name (redacted), Transaction Type (a drop-down menu with 'Regular' selected and 'Adjustment' highlighted in orange), Reported Retirement Earnings: \$0.00, Calculated Retirement Earnings: \$0.00, Last Date Taught (calendar icon), Hours Worked, Exceeded IRC 401(a)(17) Limit, ND Teaching License Number (Regular), ND Teaching License Expiration Date (calendar icon), and Total Eligible Earnings: \$0.00. At the bottom, there are three buttons: Save, Save And New, and Reset.

Step 6: Enter Member Information

Manually enter the member's Social Security number and other required fields including FY for Adjustment.

The screenshot shows the 'Employer Payroll Detail Maintenance' form. The top navigation bar includes 'My TFFR BUSINESS PARTNER', 'UAT', and 'Employer Payroll Detail Maintenance'. The main form is divided into two sections: 'Employer Payroll Header' and 'Employer Payroll Detail'.

Employer Payroll Header:

- Organization Name: [Redacted]
- Employer Payroll Header ID: 1883
- Status: Review
- Benefit Program: Teachers' Fund for Retirement
- Month Begin Date: 09/01/2025
- Month End Date: 09/30/2025

Employer Payroll Detail:

- Employer Payroll Detail ID: [Redacted]
- Employer Model: [Redacted]
- * SSN: [Redacted]
- * First Name: [Redacted]
- * Transaction Type: Adjustment (dropdown)
- * Exceeded IRC 401(a)(17) Limit: [Redacted]
- * FY for Adjustment: [Redacted]
- * ND Teaching License Number: [Redacted]
- Middle Name: [Redacted]
- * Reported Retirement Earnings: \$0.00
- Last Date Taught: [Redacted]
- Status: [Redacted]
- * Last Name: [Redacted]
- Calculated Retirement Earnings: \$0.00
- Hours Worked: [Redacted]
- ND Teaching License Expiration Date: [Redacted]
- Total Eligible Earnings: \$0.00

Step 7: Enter Adjustment Details

If the adjustment **reduces** previously reported amounts, enter **negative values** for *Reported Retirement Earnings*.

Select **No** for **Exceeded IRC 401(a)(17) Limit** (see screenshot below).

Click **Save**.

The screenshot shows the 'Employer Payroll Detail Maintenance' form, Step 7: Enter Adjustment Details. The form is identical to the previous screenshot, but with the following changes:

- * Transaction Type: Regular (dropdown)
- * Exceeded IRC 401(a)(17) Limit: No (radio button selected)
- * Reported Retirement Earnings: \$0.00
- * Last Name: [Redacted]
- Calculated Retirement Earnings: \$0.00
- Hours Worked: [Redacted]
- ND Teaching License Expiration Date: [Redacted]
- Total Eligible Earnings: \$0.00

Step 8: Add Pay Code(s)

After saving, the **Add** button for Pay Code(s) will be available.

1. Click **Add Pay Code** to enter *Pay Code(s)* and *Eligible Earnings*.
2. Enter the *Reported Contributions*.
3. If the adjustment decreases previously reported amounts, enter **negative values** for *Eligible Earnings* and *Reported Contributions*.
4. Click **Save**.