My TFFR BUSINESS PARTNER
ND RETIREMENT & INVESTMENT OFFICE

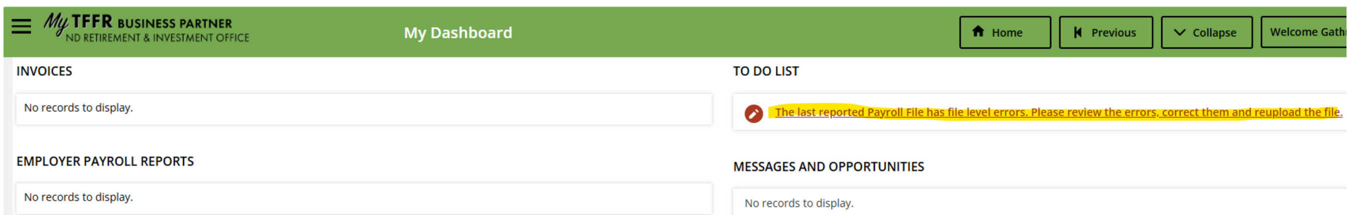
REPORT TROUBLESHOOTING

Employer Self-Service File Level Errors

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

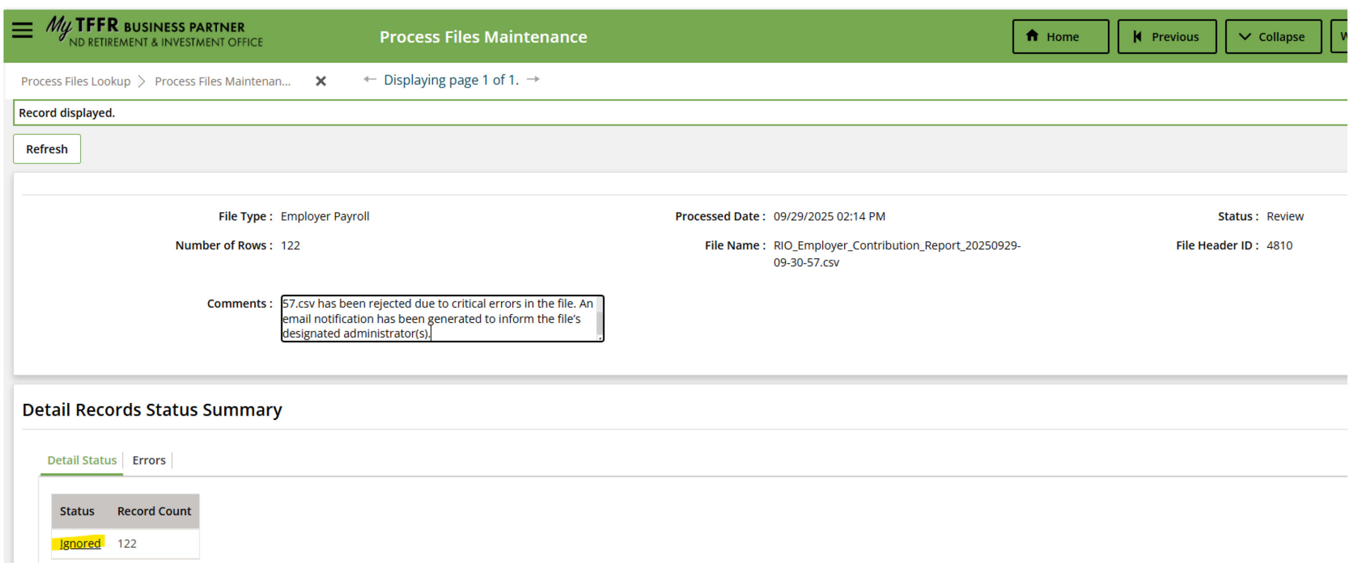
Step 1: Access File-Level Errors

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

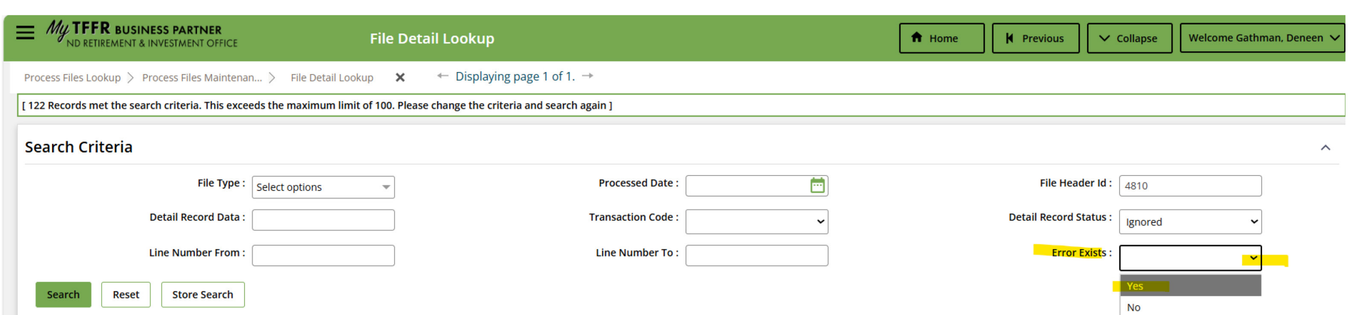


Step 2: View Ignored Errors

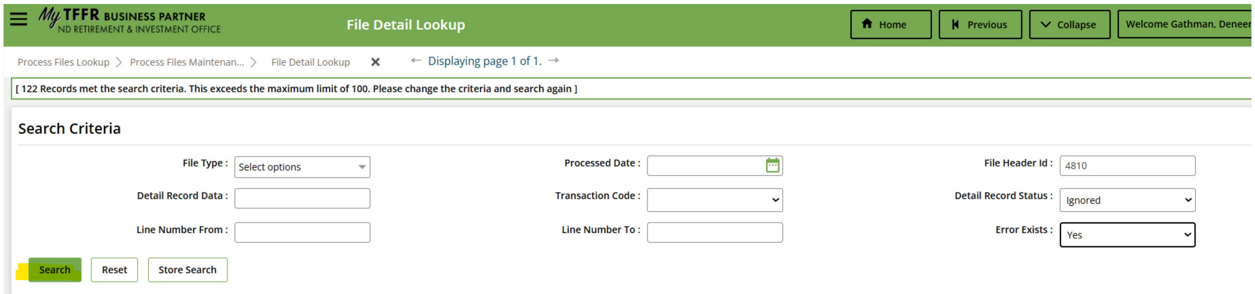
Click the **Ignored** link.



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

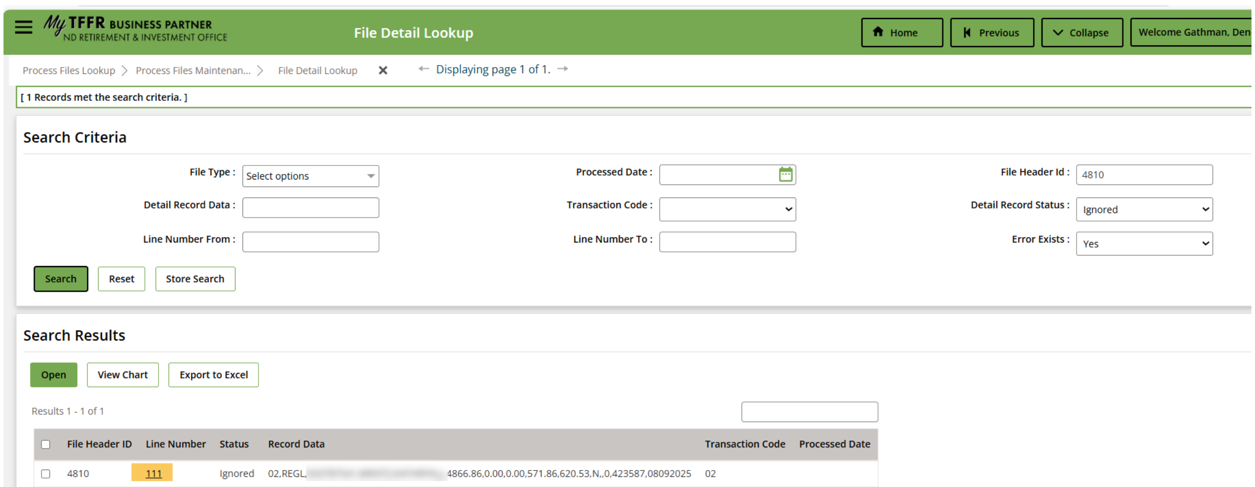


Click the **Search** button.

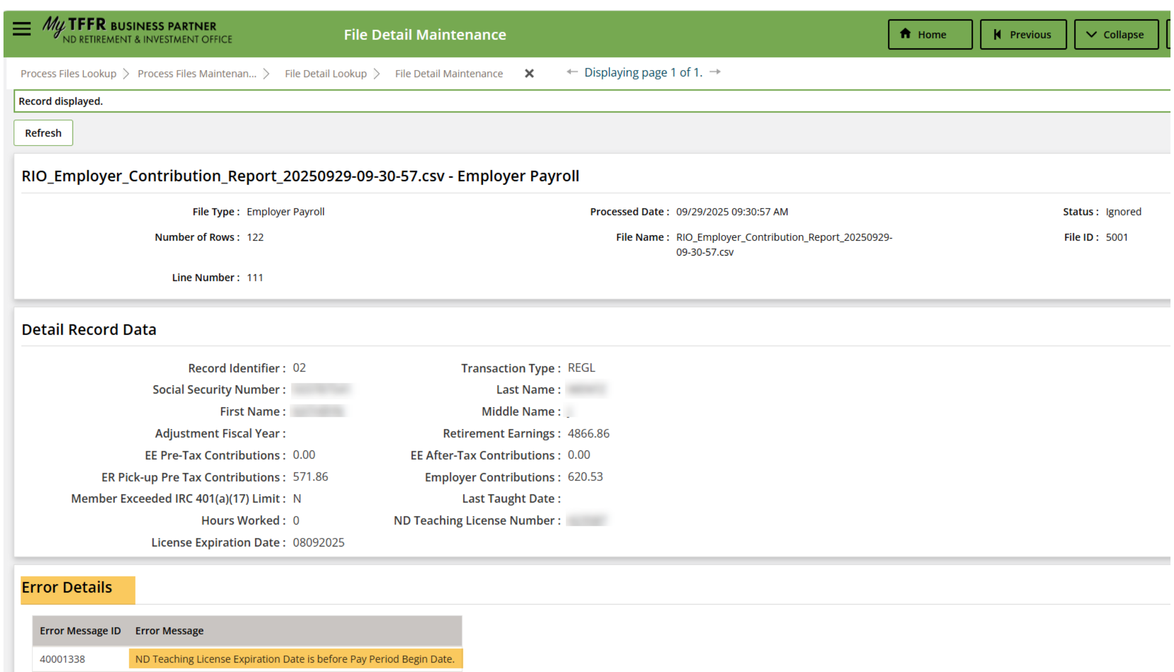


Step 3: Review Errors

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

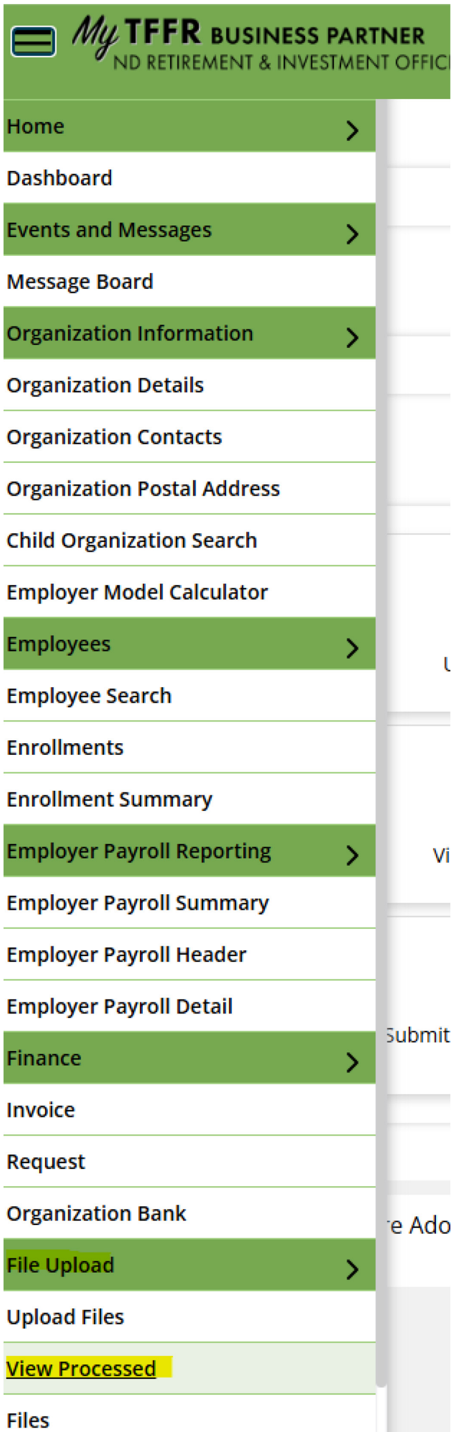


Review the error in the **Error Details** box, repeating these steps for each line number listed.

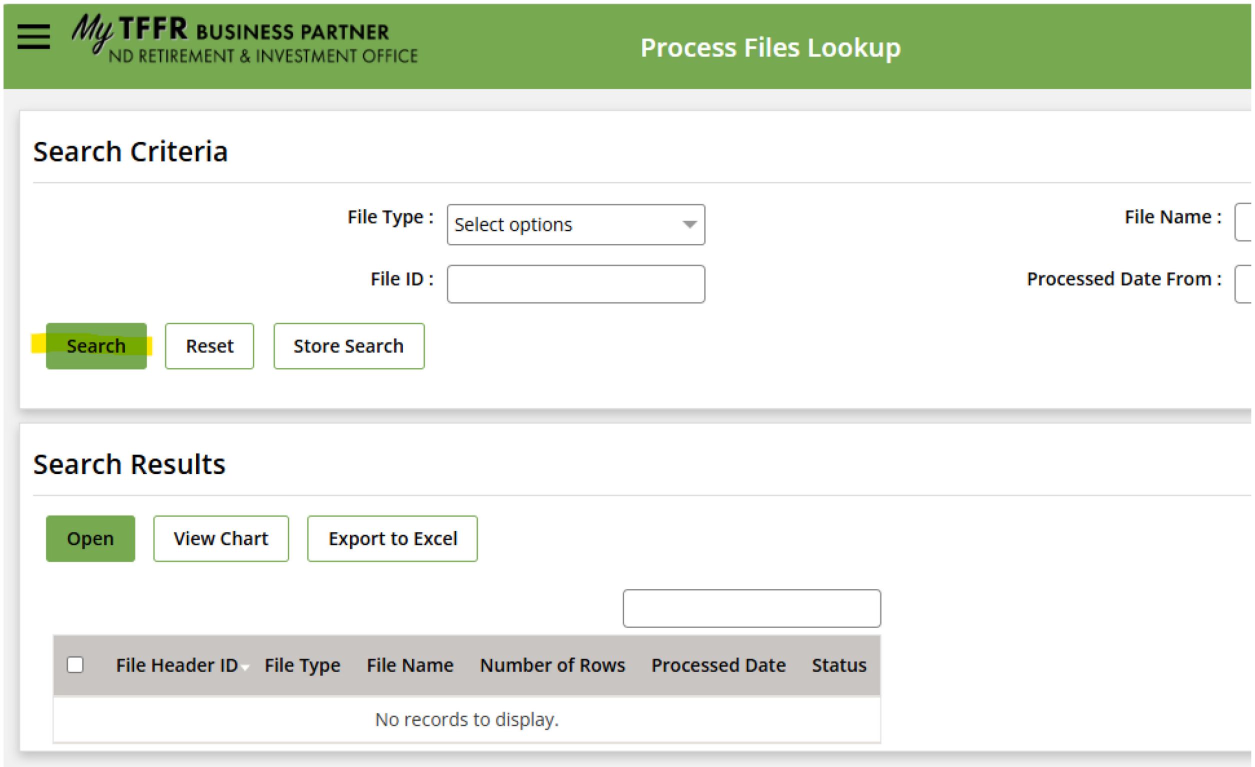


Step 4: If No Error Message Appears

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

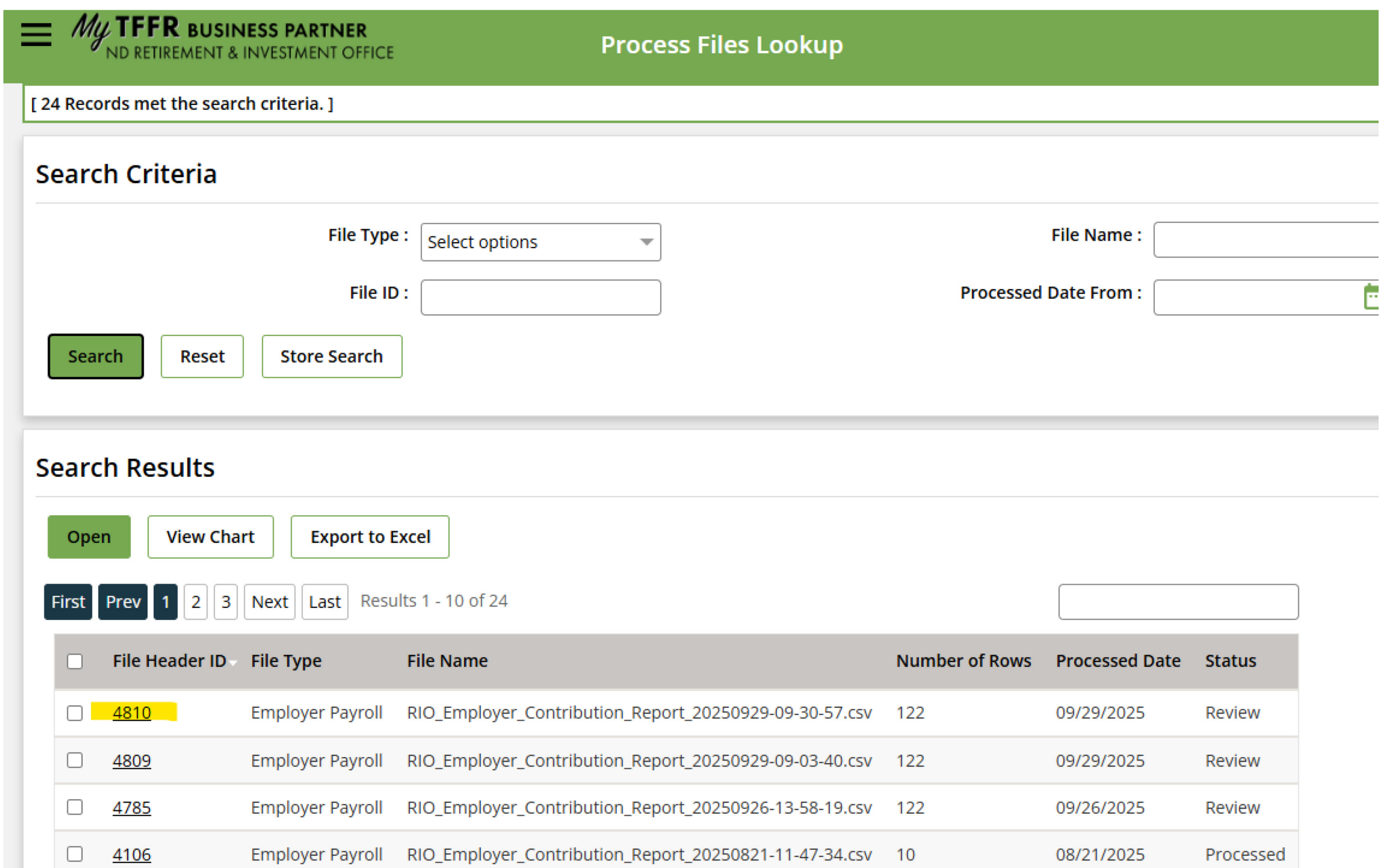


Click the **Search** button



Click on the appropriate **File Header ID** link.

Then return to **Step 2** to view and resolve any ignored errors.



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Employer Self-Service Adjustments

Step 1: Upload the Current Report

Begin by uploading your current report to the system.

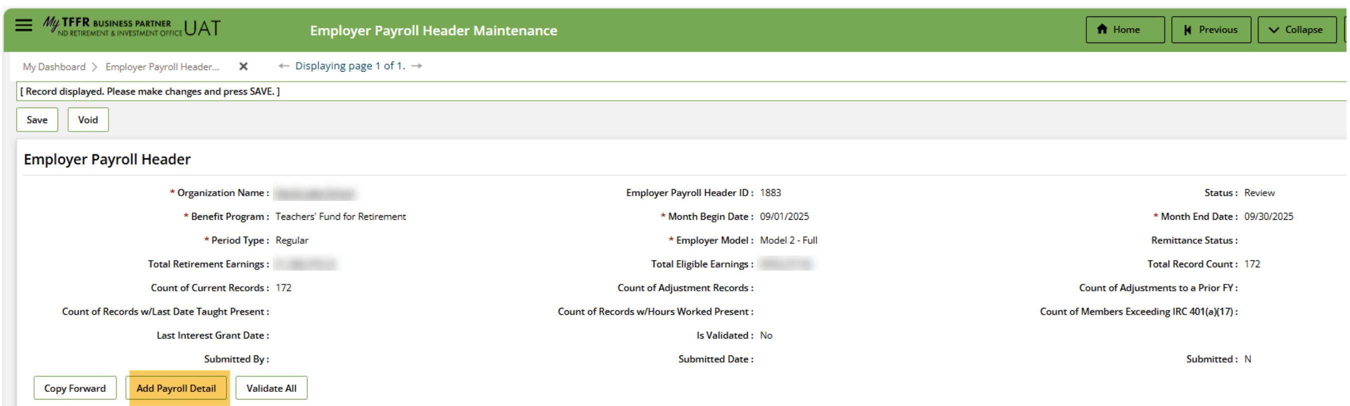
Step 2: Validate the Report

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.

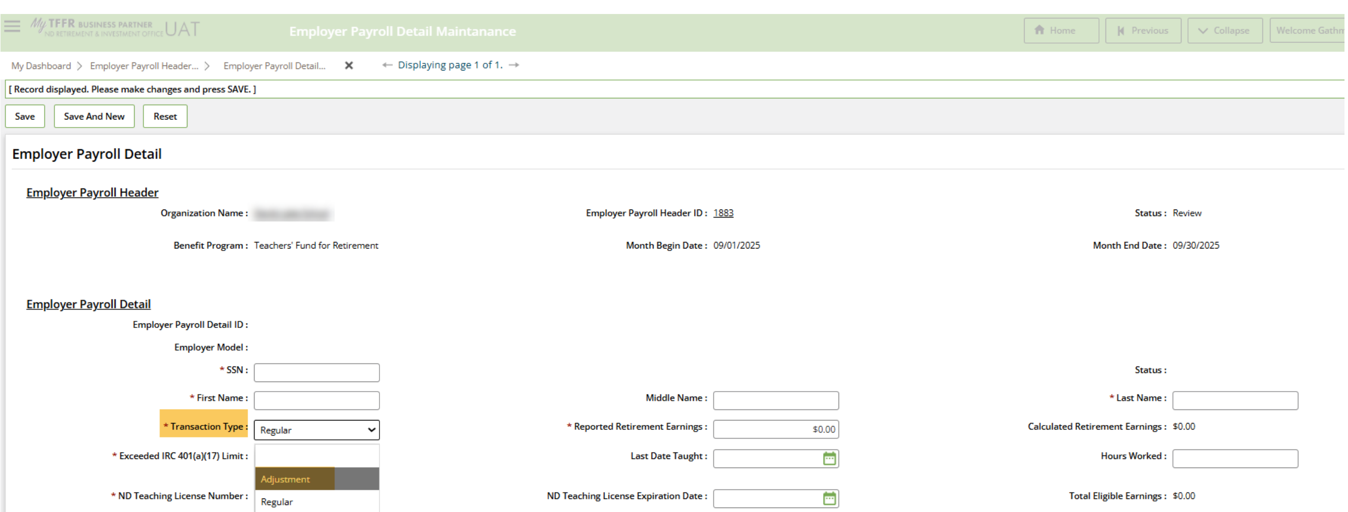
Step 3: Add Payroll Detail

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



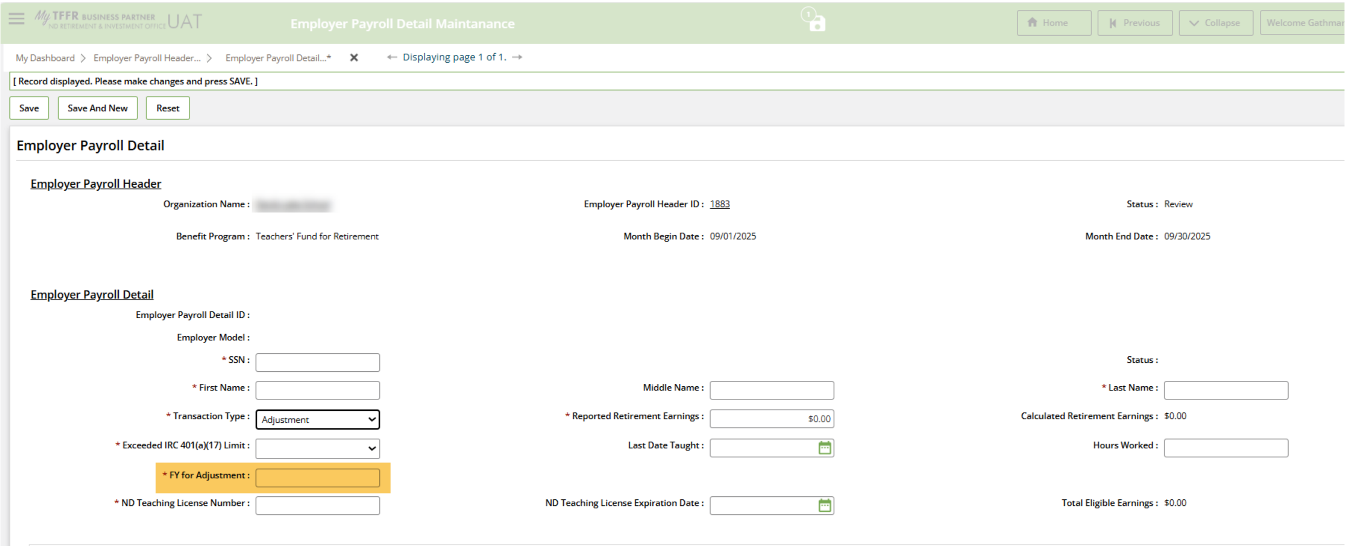
Step 4: Select Transaction Type

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



Step 6: Enter Member Information

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

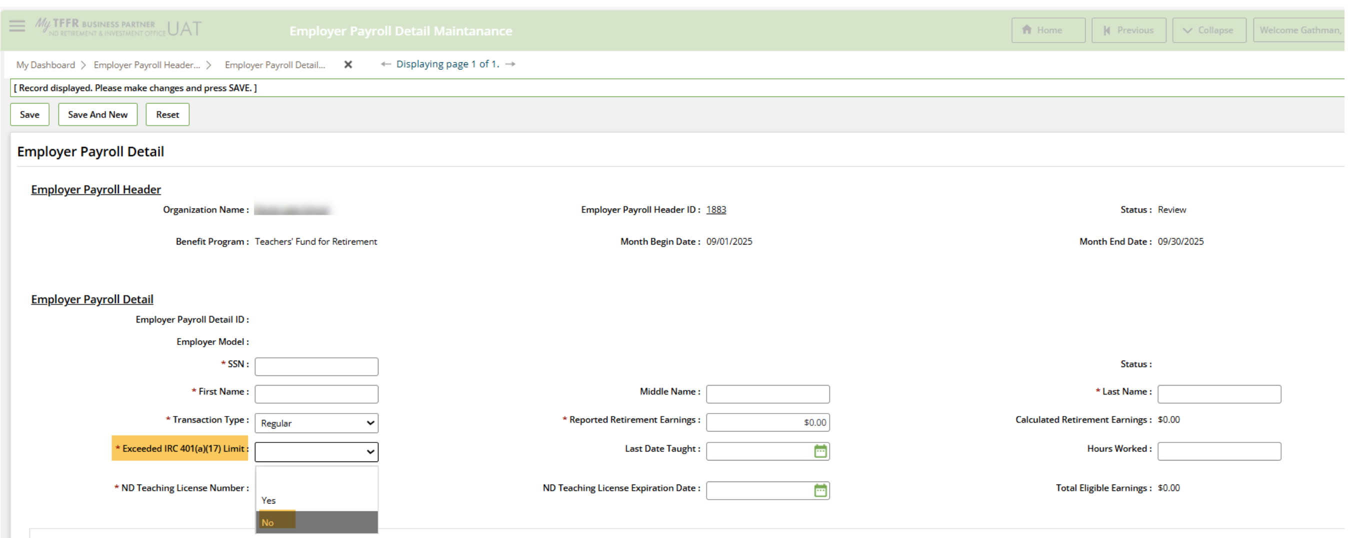


Step 7: Enter Adjustment Details

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**.



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**.