

# Error Resolution Guide

## Resolving Common Errors in the RE Portal



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### Introduction:

This document contains a list of important tips for resolving errors that reporting employers may find useful when using the RE Portal. It may be revised periodically, so please make sure you are always referring to the most recent version.

**While this list is not exhaustive**, it is intended to be a good starting point to address some of the more common questions/issues reporting employers may encounter with the RE Portal. We encourage each reporting entity to thoroughly review this document. Of course, if there are questions not addressed on this document, please contact your reporting coach for assistance. Your coach's name and contact information are at the top of your home page on the RE Portal.

### Error and Warning Tips

- **Filtering List of Errors/Warnings:** The list of Errors and Warnings displayed through the 'Totals' link cannot be downloaded into a .CSV file. However, you can copy the list and paste it into an Excel spreadsheet. This will allow you to sort the errors/warnings based on a particular field.
- **Confirm Information Reported:** If an Error or Warning message indicates you need to contact TRS if the information you are reporting to TRS is correct, please research the information first to confirm you are reporting correctly and if so, then reach out to your reporting coach for further assistance. If there are errors related to any demographic fields and your institution has verified the required documents (SS card, driver license, etc.), then an ED25 Demographic Change record should be submitted. Reporting entities should not submit an ED20 with the intent to match the demographic data TRS has, if documentation (social security card, driver license, etc.) provided by the employee states otherwise.
- **Submitting Corrections:** If you have made corrections to individual records through the Edit screen on the RE Portal, and then you delete the report in order to upload a new file, the corrections you made in the portal will also be deleted. Use the Submit all Records button at the bottom of the Edit screen to re-validate the report instead

### General Report Submission Tips

- **Submit All Records button:** When records are entered manually or edited within the portal, you must click the 'Submit all Records' button at the bottom of the Edit screen to validate the records.
- **RP/ER Reports:** A Signature cannot be submitted for the Regular Payroll (RP) or Employment after Retirement (ER) report until that report is error free and has reached Pending status.
- **Achieving 'Complete' Status for RP/ER Reports:** Reports will reach 'complete' status once there are no errors on the report and, in the case of the Regular Payroll (RP) and Employment after Retirement (ER) reports, a signature has been accepted. This means an RP or ER report can show 'complete' before the TEXNET deposit posts. Please be aware the TEXNET deposits are still due by the established due date for that report even if the report status is 'complete.'
- **RP and ER Adjustment Reports:** The Report Period of an Adjustment Report will default to the last completed report month of the regular report. Use the Report Month that is defaulted. You will indicate the month being adjusted on the adjustment record itself.

- **Formatting Error:** If the RE file contains a name with an invalid character, the RE will get an error message saying that the *“Uploaded File Format is not correct”* instead of the intended validation message *“The Employee Demographic file format is not correct on Row <#>.”* If your file will not upload, please check the name fields for invalid characters. Valid characters are: letters, hyphens, apostrophes, and spaces.
- **Reporting Hours Worked:** For employees whose time is tracked, if the actual hours worked by an employee in a calendar month is not available at the time the report is due, the estimated hours the employee would work for the calendar month may be reported. When the actual hours are available, then a prior-month adjustment would be required if the estimated hours do not match the actual hours worked.
- **Hours/Days Reported:** Hours and Days reported should reflect work that is performed *during the calendar month for that reporting period*. Any paid time off during that calendar month is also included
- **Compensation Reported:** Compensation reported must be the amount of compensation paid *during the calendar month for that report*, regardless in which pay period the compensation was earned.
  - On the RP report, all compensation paid to an employee is reported in the ‘Total Gross Compensation’ field. Only TRS eligible compensation is reported in the ‘Total Gross TRS Eligible Compensation’ field.
  - On the ER report, only compensation that would have been considered TRS eligible is reported on the ‘Total Gross Compensation’ field.
- **Creditable Year of TRS Service:** When an employee has earned a year of creditable service but has moved into a non-TRS eligible position, he/she must continue making TRS contributions for the remainder of the fiscal year. The membership flag will remain at ‘Y’ for that fiscal year.

## Employee Demographic (ED) Report

### ED Reporting – General Tips:

- **ED Report:** A Signature is not needed for the Employee Demographic (ED) report.
- **ED Report:** An ED report at Incomplete status cannot be deleted because some of the records on that report have posted
- **ED Report:** The Report Status of an Employee Demographic Report with one or more Error Messages will be “Incomplete”. Records with no errors will be at Posted status, while records with errors will be at Suspended status. If the Employee Demographic Report has reached the status of “Incomplete”, corrections should be made through the RE Portal Edit function. Do not resubmit the entire original ED file.
- **ED Report:** An RE can submit and complete as many ED reports as needed each month.
- **ED40:** If an employee is reported on the Regular Payroll (RP) Report without a current ED40 record, the Regular Payroll Report will reject with the following error: “Contract certification not

found for FY:XXXX – You must submit an ED40 record for this member.” If there is not a current ED40 record on file for every employee reported on the Regular Payroll Report, the report will be **REJECTED**. Verify whether an ED 40 record has been submitted for this member under the correct Social Security number (SSN). If not, submit the ED40 record on the Employee Demographic Report. If an ED40 record has been submitted, Query the Employee Demographic Report to view any errors or warnings and make any necessary corrections. Remember, any Employee Demographic records with Errors have not been accepted. Pay close attention to the fiscal year noted in the error and warning. Verify that the contract/work agreement dates are for the fiscal year indicated.

- **ED 90 vs. ED45:** In the RE Portal, the ED90 record is used ONLY to indicate a person has terminated employment. If a person moves from a TRS eligible position to a non-TRS eligible position, an ED45 record will be used to end the TRS eligible employment and a new ED40 record will be submitted to indicate non-TRS eligible employment. This process will also be used for the opposite scenario---when a person moves from non-TRS eligible employment to TRS eligible employment. Submit an ED45 record to end the non-TRS eligible employment and submit an ED40 record to begin the TRS eligible employment.

### ED 20

#### Name does not match TRS Records

##### **First name does not match**

Error Message: *The reported First Name for this employee <<display value>> does not match the First Name found in the TRS system <<display value>>. If you feel the reported information related to this error is correct, please contact TRS.* (Error Message: 049)

Remedy: Verify name on the Social Security card. TRS requires the name to be reported as it appears on the SSN card. If the name reported by your employer matches the SSN card, submit an ED 25 to update the name. If the name on the social security card matches TRS, please update your system.

##### **Last name does not match**

Error Message: *The reported Last Name for this employee <<display value>> does not match the Last Name found in the TRS system <<display value>>. If you feel the reported information related to this error is correct, please contact TRS.* (Error message: 048)

Remedy: Verify name on the Social Security card. TRS requires the name to be reported as it appears on the SSN Card. Note: If the name of the individual appears on 2 lines, the name/names on the 2<sup>nd</sup> line will be reported as the last name. If the name reported by your employer matches the SSN card, submit an ED 25 to update the name. If the name on the SSN card matches TRS, please update your system.

#### Employee Identification Number belongs to other TRS participant

Error Message: *The reported Employee Identification Number exists for a different TRS participant. Please contact TRS.* (Error Message: 043)

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**Remedy:** Verify the SSN entered on the ED20 matches the SSN listed on the employee's Social Security card. If the SSN matches the information on the SSN card and the ED20 receiving this error, reach out to your RE coach.

### Date of Birth (DOB) does not match

**Error Message:** *The reported Date of Birth for this employee <> does not match the Date of Birth found in the TRS system <>. If you feel the reported information related to this error is correct, please contact TRS.* (Error Message: 046)

**Remedy:** Verify the employees DOB on their Government Issued ID (driver's license/passport/state issued ID). If the DOB reported by your employer matches the government issued ID submit an ED25 adjustment record to update the DOB. If the DOB on the government issued ID matches TRS, update your system and edit the ED20 to match TRS records.

### Gender code does not match

**Error Message:** *The reported Gender Code for this employee <> does not match the Gender Code found in the TRS system <>. If you feel the reported information related to this error is correct, please contact TRS.* (Error Message: 047)

**Remedy:** Verify employees Gender on their Government Issued ID (driver's license/passport/state issued ID). If the gender reported by your employer matches the government issued ID, submit an ED25 to update the gender code. If the employees' gender on the government issued ID matches TRS, update your system and edit the ED20 to match TRS records.

### Demographic Data matches another TRS participant

**Error Message:** *The demographic data matches another TRS participant with a different Employee Identification Number. Please contact TRS. If you feel the reported information related to this error is correct, please contact TRS.* (Error Message: 042)

**Remedy:** First, please verify that the demographic data (SSN, name, DOB) that is being entered is correct based on the Social Security Card and Government Issued ID. If number matches with the SSN card and the ED20 is receiving this error, reach out to your RE coach.

## ED 25

### Change is not Allowed

**Error Message:** *This change is not allowed. Please contact your RE coach. If you feel the reported information related to this error is correct, please contact TRS.* (Error Message: 641, 642)

**Remedy:** Reach out to your RE Coach for assistance, documentation will be required to update demographic data.

### EIN is not found or has been changed

**Error Message:** *The Employee Identification number is not found in the TRS system. If reporting the employee for the first time, submit the ED20.* (Error Message 045)



**Remedy:** Please review the SSN being reported and verify that it is correct. If this is a new employee, please submit an ED20 for the employee.

**Error Message:** *The reported Employee Identification Number has been changed on TRS system. Verify the EIN and resubmit the report to TRS. (Error Message: 044)*

**Remedy:** Verify the SSN with the Social Security card on file. If the number is correct on your file, reach out to your RE Coach. If the number is incorrect in your system, update your system with the correct SSN as it appears on the employees Social Security card.

### ED 40

#### Eligibility/Employment Type Errors

##### *Full time employment*

**Error Message:** *Employment Type 'F' cannot be used when the TRS Membership Eligibility Flag is set to No. If you feel the reported information related to this error is correct, please contact TRS. (617)*

**Remedy:** Verify the employment type is listed correctly as F – ½ time or more. If the reported employment type is correct, and the employee meets the [Membership Eligibility Criteria](#), this person must be TRS eligible. If the employee does not meet the criteria for TRS membership, update the employment type to accurately reflect the correct employment type.

- **S = Substitute** - only applies to employees filling in for an employee of record who is out on leave.
- **P = Less than half-time** - used for employees who are working less than ½ time of a position's FTE.
- **F = Half Time or More** - used for employees who are working ½ time or more of the position's FTE. Employee must be eligible for TRS if using this employment type.
- **M = Temporary** - used for employees whose overall employment is expected to last less than 4 ½ months in a school year. TRS defines 4 and ½ months as 18 weeks.
- **D – Student Employment (higher education only)** – used when being enrolled as a student is a condition of employment. Student employment is not required to be reported to TRS.

##### *Temporary Employment – Exceeds 18 weeks*

**Error Message:** *Temporary Employment cannot exceed 4 ½ months (Error Message: 800)*

**Remedy:** TRS has further defined 4 and ½ months as 18 weeks. If the employment is expected to last for an indefinite period; or a defined period of 18 weeks or longer, and the employment is for half-time or more, then the employment not be considered “Temporary”. This employment would need to be reported as “F=Half-time or More” and would be considered TRS Eligible. If the employment is expected to last longer than 4 and ½ months (18 weeks), but is not expected to be half-time or more, this would not be considered “Temporary” employment either, and would need to be reported with the employment type of “P-Less than Half-time”. If you are entering an ED40 and the employee's **total** employment does not exceed 18 weeks, please reach out to your RE Coach for assistance.

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### *ORP election – 1<sup>st</sup> day election*

**Error message:** *Employment Type 'F' cannot be used when the TRS Membership Eligibility Flag is set to No. If you feel the reported information related to this error is correct, please contact TRS. (Error Message: 414)*

**Remedy:** Ensure a [TRS 28 - Election to Participate in Optional Retirement Program and/or Refund Form](#) has been sent to TRS. Reach out to your RE Coach for assistance.

## Contract/Enrollment Errors

### *Contract Already Exists*

**Error message:** *A contract/position record already exists for this RE and this position with overlapping dates. (Error Message: 109)*

**Remedy:** Use the [View Employee Information](#) screen to review the ED40 contract information submitted to TRS. Compare the ED40 to the contract on file. If there is an edit that needs to be made, enter an ED45 adjustment record. If the record is not needed because the ED40 contract on file at TRS is correct, the ED 40 can be removed from the file.

### *Contract Exceeds 12 Months*

**Error Message:** *The Contract/ Work Agreement cannot exceed 12 months. (Error Message: 117,118)*

**Remedy:** Review the ED40 record and make sure the beginning/ending contract dates do not exceed 12 months. For example, a contract cannot be submitted for 8/01/2021-8/31/2022, as this would exceed 12 months.

**Note:** ED40 records should be submitted for the contract dates an employee is expected to work.

### *Start date cannot be a future date*

**Error Message:** *The Employment Start Date is not a valid date. (Error Message 127)*

**Remedy:** First, please verify that the Employment Start Date being entered is in MM/DD/YYYY format. Then verify that the date being entered is either in the current month or for a prior month. If the employment is beginning in a future month, then the ED40 will need to be submitted in that month. For example, if you are working on your August reports, and an employee's contract start date is 9/01, then you will need to wait until you are working on your September reports before you can submit the ED40.

### *Employee not enrolled*

**Error message:** *The employee has not been enrolled with this RE. Submit ED20/ED25. If an ED20/ED25 was submitted on the same report, please verify the Employee Identification Number, First Name, Last Name, Date of Birth, and Gender are matching. (Error message: 058)*

**Remedy:** Please review your ED reports and verify if an ED 20 or ED25 has posted for the employee. If no ED 20 or ED25 is posted, submit an ED20 record to enroll this person with your RE. If you receive errors on the ED20, such as the name does not match what TRS has on file, please remove the ED20 and

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submit an ED25 record. This will take the place of the ED20 and enrolls the employee with your employer. If an ED 20 or ED25 record is suspended with errors, the errors on the record will need to be resolved before the ED40 can be submitted.

### ED 45

#### Reported Information does not match

**Error Message:** *The reported TRS Membership Flag for this employee <<display value>> does not match the TRS Membership Flag found in the TRS system <<display value>>. (Error Message: 055)*

**Error Message:** *The reported Beginning Date of Contract/Work Agreement for this employee <<display value>> does not match with the original Beginning Date of Contract/Work Agreement found in the TRS system<<display value>>. (Error Message 058)*

**Remedy:** If you are entering an ED45 for an existing contract please verify that the information being entered in the original fields match the contract we have on file by reviewing the [View Employee Information Screen](#). If the information on the ED45 does not match the contract on file, please update the corresponding “original” fields on the ED45. If the contract needs to be edited, please enter the updated information in the “new” fields.

#### Cannot be Full time with TRS “NO”

##### *ORP election – after day 1*

**Error message:** *Employment Type 'F' cannot be used when the TRS Membership Eligibility Flag is set to No. If you feel the reported information related to this error is correct, please contact TRS. (Error Message: 414)*

**Remedy:** Confirm a [TRS 28 - Election to Participate in Optional Retirement Program and/or Refund Form](#) has been sent to TRS. Reach out to your RE Coach for assistance.

#### Posted Transactions Exist

**Error message:** *Cannot change TRS Membership Eligibility Flag to ‘’. Posted transactions exist. (error 791)*

**Remedy:** Review the dates being entered on the ED 45 to verify the position dates with your system. If dates are correct reach out to your coach for assistance with corrections.

#### *End/Add – Changing positions*

**Error:** *Adjustment Reason Code of ‘A-End/Add’ cannot be reported to end contract as of <<day prior to New Beginning Date of Contract/ Work Agreement >>, and begin new contract as of <<New Beginning Date of Contract/Work Agreement>>, because an RP record is posted after the New Beginning Date of Contract/Work Agreement. (Error message: 203, 742, 743,753, 754, 760)*

**Remedy:** Using the [View Employee Information](#) screen, review the RP transactions posted. If there are transactions posted after the ending date of the original position, those transactions will need to be reversed before the contract can be changed. Contact your coach for assistance.

### ED 90

Final report month more than 2 months after termination

**Error Message:** *Final Report Month for TRS Contributions cannot be more than 2 months after the termination date unless the position end date was in May. If the reported Final Report Month for TRS Contribution is correct, please provide an explanation to your coach and request an override.* (Error message: 781)

**Remedy:** Confirm the Final Report Month for TRS Contributions. Please contact your RE Coach for assistance with late paid compensation. If the employee moved from an eligible to ineligible position, please update the FRM to the last month an employee was paid for his TRS eligible position.

Transactions exist after termination

**Error message:** *Transactions exist for a period after the Final Report Month for TRS Contributions. Please contact TRS.* (Error message: 610)

**Remedy:** Using the [View Employee Information](#) screen, review the transactions posted. If the last transaction contains days and hours posted, double check the termination date. Days and hours cannot be reported after termination. If the days and hours were reported incorrectly, submit an RP 25 to remove the days/hours reported and enter the zero day reason code F-Final Pay. Once the days/hours have been removed, the ED 90 should clear.

## Regular Payroll (RP) Report

### RP Reporting – General Tips

- **Regular Payroll Report:** The RP report can only be brought to Complete once each report month. Any corrections or additions must be submitted on an RP Adjustment report.
- **RP20:** When an hourly person hired to work exactly 50% ends up with less than half time hours each month due to unpaid holidays, an error will result in the third consecutive month indicating the person's eligibility is incorrect. TRS will need to override this error if the person is truly hired to work in an eligible position.
- **RP25:** An RP25 adjustment record can be submitted with both positive and negative adjustments to different fields on the same record. For example, TRS Eligible Gross Compensation and Member Retirement Contributions can be positive while Federal Fund Compensation and Federal Fund Contribution amounts can be negative on the same record if the original TRS Eligible Compensation/Member Retirement Contributions were under-reported while the Federal Fund Compensation was over-reported.
- **New Member Contributions:** New Member Contributions are due on any pay received by the employee in the first 90 days of TRS membership. New Member Contributions are not based on when the person is paid for the first 90 days.
- **Non TRS-Retirees Substitutes:** If reporting employees who are substitutes (non TRS-retirees), then the Salary flag (S) should be reported instead of an Hourly flag (H).

- **Non TRS-Retirees Substitutes:** When reporting substitutes who are non TRS-retirees, report only days worked. Hours are not required if the substitute is not a TRS retiree.
- **Substituting in More than One Position:** If an employee is substituting in more than one position in the same calendar month, then only one ED40 record and one RP20 record should be submitted. Please report the position code in which the employee primarily substituted.

### RP 20

#### Verify Membership Eligibility

##### *May be eligible*

**Error Message:** *Please verify TRS membership eligibility for this employee. Based on prior reporting, employee may be in a TRS-eligible position since the hours reported are one half or more of the full-time equivalent. If you feel the reported information related to this error is correct, please contact TRS. (Error Message: 570)*

**Remedy:** Please verify that the employee is being reported correct and that the contract on file is correct. Review the hours that have been reported and confirm if employee should be **ineligible**. If you have verified that the employee should not be eligible, please provide the answers to your coach for each of the below questions:

1. How many hours per week was the employee hired to work?
2. What is the Full Time Equivalent (FTE) of the position held by the employee? (i.e. no FTE, 30-40)
3. What caused the employee to work more or less than their normal schedule? (Please select **one**)
  - ☐ Temporary *increase* in hours due to business needs  
As of what date is the employee expected to resume working less than 50% of the FTE?
  - ☐ Unpaid Leave
  - ☐ Did not observe Federal holiday(s)- employee worked scheduled hours
  - ☐ Other- please provide brief explanation

##### *May not be eligible*

**Error Message:** *Please verify TRS membership eligibility for this employee. Based on prior reporting, the hours reported are less than half of the full-time equivalent. If you feel the reported information related to this error is correct, please contact TRS. If you feel the reported information related to this error is correct, please contact TRS. (Error Message: 573)*

**Remedy:** Please verify that the employee is being reported correct and that the contract on file is correct. Review the hours that have been reported and confirm if employee should be eligible. If you have verified that the employee should be eligible, please provide the answers to your coach for each of the below questions:

1. How many hours per week was the employee hired to work?
2. What is the Full Time Equivalent (FTE) of the position held by the employee? (i.e. no FTE, 30-40)
3. What caused the employee to work more or less than their normal schedule? (Please select **one**)
  - ☐ Temporary *decrease* in hours due to business needs

As of what date is the employee expected to resume working 50% of the FTE?

- ☐ Unpaid Leave
- ☐ Other- please provide brief explanation

### Eligible Compensation Must be Reported

**Error Message:** *Eligible TRS Gross Compensation must be reported for full time employment. If you feel the reported information related to this error is correct, please contact TRS. (Error Message: 415)*

**Error Message:** *Eligible TRS Gross Compensation and member contributions must be reported if the employee was paid TRS-eligible compensation during the report period. If you feel the reported information related to this error is correct, please contact TRS. (Error Message: 636)*

**Remedy:** First, please verify that the employee is working in an eligible position. Next, please use the [View Employee Information](#) screen to verify that contract is correct by checking the “TRS Membership Flag” and “Employment Type” fields. If all information is correct on file, then please reach out to your RE coach and provide the Report Period that they will be receiving eligible compensation for the time worked in the eligible position.

If the contract information is not correct, and the employee should not be eligible, please reach out to your RE coach for guidance.

### ORP

#### *Reporting eligible compensation after ORP Election*

**Error Message:** *Eligible compensation not allowed for ORP electee. If you feel the reported information related to this error is correct, please contact TRS. (Error Message: 459)*

**Error Message:** *The employee is not eligible for TRS. The employee has been reported as participating in the Optional Retirement Plan (ORP) and is in an ORP Eligible Position. Also, this employee has been reported by another Higher Ed RE. If you feel the reported information related to this error is correct, please contact TRS. (Error Message: 529)*

**Remedy:** Verify that employee is an ORP participant. If this is a new employee, please use the [View Employee Information](#) screen to confirm if they are an ORP Participant. If this is an existing employee and they have recently elected ORP and this is the employee’s final eligible compensation for their previous TRS Eligible position, please reach out to your RE coach.

If a non-higher ed employer receives this error, please reach out to your RE coach to confirm the employee should be an ORP participant.

### Concurrent Employment

#### *No further compensation due*

**Error Message:** *TRS Membership Flag cannot be "N" due to concurrent employment that is TRS Membership Eligible. If you feel the reported information related to this error is correct, please contact TRS. (Error Message: 576)*

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**Remedy:** Please use the [View Employee Information](#) screen to verify if employee is working in an eligible position. If employee is not due any further compensation from your employer, please reach out to your RE coach with confirmation that they are not due any further compensation.

### Demographic Information Errors

#### *First name does not match*

**Error Message:** *The reported First Name for this employee <<display value>> does not match the First Name found in the TRS system <<display value>>. If you feel the reported information related to this error is correct, please contact TRS. (Error Message: 049)*

**Remedy:** Verify name on Social Security card. TRS requires the name to be reported as it appears on the social security card. If the name being reported by your employer matches the SSN card, please submit an ED 25 to change the name. If the name on the social security card matches TRS, please update your system.

#### *Last name does not match*

**Error Message:** *The reported Last Name for this employee <<display value>> does not match the Last Name found in the TRS system <<display value>>. If you feel the reported information related to this error is correct, please contact TRS. (Error message: 048)*

**Remedy:** Verify name on Social Security card. TRS requires the name to be reported as it appears on the social security card. Note: If the name of the individual appears on 2 lines, then the names on the 2<sup>nd</sup> line is the last name. If the name being reported by your employer matches the SSN card, please submit an ED 25 to change the name. If the name on the social security card matches TRS, please update your system

### Contract/Position Errors

#### *ED40 not found*

**Error Message:** *ED40 not found for this reporting period for this position. (Error Message: 462)*

**Remedy:** For New Hires, if no ED40 has been submitted for the employee, please move forward with creating/submitting the ED40 contract.

For existing employees, please review the contract information on the [View Employee Information Screen](#). If no contract information is displayed, please review the ED files and verify that the information has not been submitted. If there should be a contract submitted for the employee, please create an ED40 record to report the contract information for this employee.

If a contract exists on the [View Employee information screen](#), but it is not correct, please create an ED45 to update the contract information that needs to be changed.

#### *ED40 exists for different position*

**Error Message:** *An ED40 record is not found for reported position code <<display value>>. A different position code <<display value>> exists for the member with the Reporting Entity. (Error Message: 163)*

**Remedy:** Please review the contract information on the [View Employee Information Screen](#). Please verify that the position codes on the RP20 and the contract are correct. If the employee is working in



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multiple positions, please verify that there is a contract for each position. If the employee has switched positions, please verify that the contract information has been updated to the new position.

### *Position Code Does not match*

**Error Message:** *The reported position code does not match the employee's Position Code in the TRS system for this RE. A contract record was not found for reported position code <<display value>>. A different position code <<display value>> exists for the member with the RE. If you feel the reported information related to this error is correct, please contact TRS. (Error Message: 463)*

**Remedy:** Please review the contract information on the [View Employee Information](#) Screen. Please verify that the position codes on the RP20 and the contract are correct. If the employee is working in multiple positions, please verify that there is a contract for each position. If the employee has switched positions, please verify that the contract information has been updated to the new position.

### *Duplicate Record*

**Error Message:** *The same position code is being reported on more than one record for the same participant and report period. Please verify whether the information on this record needs to be combined with the other record. (Error Message: 469)*

**Remedy:** Please use the “Search” box at the top of the report and enter the Social Security Number to find all records associated with the employee receiving the error. If the employee has two RP20 records that are being reported under the same position code, please verify if the records should be combined. If the positions are wholly separate please make sure that each position is being reported with the correct position code.

### *New Member*

#### *New member contributions are due*

**Error Message:** *RE Payment for New Member Contribution is required for the first 90 days of a new member. (Error Message: 483)*

**Remedy:** Please use the [View Employee Information](#) screen to verify if the employee is subject to the New Member Contribution. Please note that the Info screen is in real time, and the Error message is as of the Report month. Also, verify if the beginning date of contract was reported accurately. If the beginning date of contract is not correct, submit an ED45 to correct the new beginning date of contract.

If the employee is within the 90-day New Member Period (as of the first of the current report month), please report the New Member Contribution on the RP20.

If you are unsure if the employee is subject to the New Member contribution, please reach out to your RE Coach for verification.

#### *New member contributions are not due*

**Error Message:** *The RE Payment for the New Member Contribution is not due because this is not a new TRS member. (Error Message: 485)*

**Remedy:** Please use the [View Employee Information](#) screen to verify if the employee is showing as over 90 days (as of the first of the current report month). Please note that the Info screen is in real time, and



## Error Resolution Guide

the Error message is as of the Report month. Also, verify if the beginning date of contract was reported accurately. If the beginning date of contract is not correct, submit an ED45 to correct the new beginning date of contract. If the employee is no longer subject to the New Member Contribution, please remove the amount from the RP20 report.

*\*To accurately report the New Member Contribution, the [View Employee Information](#) screen needs to be reviewed in the month that is being reported. For example, if you are submitting information for September 2021, please review the View Employee information screen between September 1-30<sup>th</sup> to receive an accurate number of days that are left in the New Member Period for the September Report Month.*

### Calculation errors

#### [Federal Fund/Private Grant](#)

**Error Message:** *The Federal Fund/ Private Grant Contribution of <<Fed fnd-grnt>> is incorrect. The correct percentage is <<display value>> of reported Federal Fund/Private Grant Compensation. (Error Message: 391)*

**Remedy:** Please review the calculation for the Federal Fund/Private Grant Contribution and that the percentage using the current rate set for the [State Contribution Rate](#).

**Error Message:** *The Federal TRS-Care Contribution of <<Fed TRS-Care cntrb>> is incorrect. The correct percentage is <<display value>> of reported compensation paid from Federal Funds/Private Grant. (Error Message: 392)*

**Remedy:** Please review the calculation for the Federal Fund/Private Grant TRS-Care Contribution and that the percentage using the current rate set for the [Federal TRS-Care](#).

#### [Child Nutrition Examples](#)

#### [Statutory Minimum](#)

**Error Message:** The Statutory Minimum Contribution of <<stat min reported>> is incorrect. If you feel the reported information related to this error is correct, please contact TRS.

**Remedy:** Please review the calculation for the Statutory Minimum Calculation and verify that correct percentage is being used for the [State Contribution Rate](#).

Further examples for calculating the Statutory Minimum Contribution can be found in the Payroll Manual. [Statutory Minimum Examples](#)

#### [Public Education Employer contribution](#)

**Error Message:** *The Public Education Employer Contribution <<display value>> is not the correct percentage. (Error Message: 397)*

**Remedy:** Please review the calculation for the Statutory Minimum Calculation and verify that correct percentage is being used for the [Public Education Employer Contribution](#).

#### [Statutory Minimum/Federal Fund/Public Education Employer Relationship Examples](#)

## Error Resolution Guide

### *Community Jr. College Contribution*

**Error Message:** *Community/Junior College Contribution of <<CJ>> is incorrect. The correct percentage is <<display value>> of 50% of Eligible TRS Gross Compensation for Instructional and Administrative employees, Position Codes '01' and '02'. (Error Message: 400)*

**Remedy:** If employee is in an Instructional and Administrative position and is being reported as position code '01' or '02', then the Community/Junior College Contribution must be calculated on 50% of the Eligible TRS Gross Compensation multiplied by the current [State Contribution Rate](#).

**Error Message:** *Community/Junior College Contribution of <<CJ>> is incorrect. The correct percentage is <<display value>> of 100% of Eligible TRS Gross Compensation paid to non-Instructional and Administrative employees, Position Codes '03', '04', '05', '06', or '07'. (Error Message: 401)*

**Remedy:** All other employees, including “no longer eligible due to the enrollment cap” staff, using position codes 03-07, then the Community/Junior College Contribution must be calculated on 100% of the Eligible TRS Gross Compensation multiplied by the current [State Contribution Rate](#).

### [Community Junior College Contribution Examples](#)

#### Cannot report Contributions with Membership Flag (N)

**Error Message:** *The Eligible TRS Gross Compensation cannot be reported if Membership Flag equals N. If you feel the reported information related to this error is correct, please contact TRS. (Error Message: 559)*

**Remedy:** Verify if employee has changed eligibility and verify on the [View Employee Information](#) screen that the contract information is correct. If employee has changed to an ineligible position and the position code is the same as the previous eligible position, please reach out to your RE coach to report the compensation for the eligible position. If the employee has changed to an eligible position, please verify that the contract information has been updated.

#### Salary Cap Reached (?)

**Error Message:** *Member <<EIN>> has reached the Federal IRC 401(a)(17) limitation of <<IRC limit>> for FY <<current fiscal year>>. Please submit any future regular payroll records with '0' TRS Eligible compensation, '0' contributions, and actual number of days and hours worked. (Error Message: 346)*

**Remedy:** First, please review the [View Employee Information](#) screen and verify that the employee is subject to the Salary Cap. If yes, please the “View 401 (a)(17) Limit screen and review the Total Creditable Compensation Reported to Date. If the IRC (Internal Revenue Code) limit has been reached, then please report \$0 Eligible Compensation and \$0 Contributions on the RP20 and only report the days and hours that were worked and the Total Gross Compensation. If the IRC limit has not yet been reached, but the employee is still due compensation, please report up to the exact IRC limit for the FY.

### [Salary Cap Limit](#)

#### Transactions cannot be reported after the final report month

**Error Message:** *The period being reported is after the Final Payroll Transaction Report Period. Please contact TRS. (Error Message: 345)*

**Remedy:** If employee is due additional compensation and Final Report Month that was previously submitted needs to be updated, please create ED file and submit ED90 with the same termination date and update the Final Report Month to the correct Month.

### RP 25

#### Deleting RP Transaction

##### *Contract Corrections (1<sup>st</sup> month error)*

**Error Message:** *Days worked must be reported for the first month of employment in a TRS eligible position. The TRS Eligible Contract start date for this position is <<Contract Start Date>> (Error Message: 802)*

**Remedy:** If RP25 is being submitted to delete transactions and submit a correction to a contract, please reach out to your RE coach for guidance. Please provide information for the contract correction and what should be on file. If this correction is to remove a contract that was submitted erroneously after a termination, please provide the employee's termination date in correspondence with your RE Coach.

#### Verify Membership Eligibility

##### *May be eligible*

**Error Message:** *Please verify TRS membership eligibility for this employee. Based on prior reporting, employee may be in a TRS-eligible position since the hours reported are one half or more of the full-time equivalent due to positive adjustment submitted for hours worked. If you feel the reported information related to this error is correct, please contact TRS. (Error Message: 566)*

**Remedy:** Please verify that the employee is being reported correct and that the contract on file is correct. Review the hours that have been reported and confirm if employee should be **ineligible**. If you have verified that the employee should not be eligible, please provide the answers to your coach for each of the below questions:

1. How many hours per week was the employee hired to work?
2. What is the Full Time Equivalent (FTE) of the position held by the employee? (i.e. no FTE, 30-40)
3. What caused the employee to work more or less than their normal schedule? (Please select **one**)
  - ☐ Temporary *increase* in hours due to business needs  
As of what date is the employee expected to resume working less than 50% of the FTE?
  - ☐ Unpaid Leave
  - ☐ Did not observe Federal holiday(s)- employee worked scheduled hours
  - ☐ Other- please provide brief explanation

**Error Message:** *Please verify TRS membership eligibility for this employee. The net hours reported are less than half of the full-time equivalent due to adjustment submitted for hours scheduled. If you feel the reported information related to this error is correct, please contact TRS. (Error Message: 563)*

**Remedy:** Please verify that the hours scheduled are needing to be adjusted. The hours scheduled can only be reported if the employee's hours are not tracked in any way. This is the total number of hours the employee is scheduled to work per week. If the employee should be **ineligible**, please provide the answers to your coach for each of the below questions:

1. How many hours per week was the employee hired to work?
2. What is the Full Time Equivalent (FTE) of the position held by the employee? (i.e. no FTE, 30-40)
3. What caused the employee to work more or less than their normal schedule? (Please select **one**)
  - ☐ Temporary *increase* in hours due to business needs  
As of what date is the employee expected to resume working less than 50% of the FTE?
  - ☐ Unpaid Leave
  - ☐ Did not observe Federal holiday(s)- employee worked scheduled hours
  - ☐ Other- please provide brief explanation

### *May not be eligible*

**Error Message:** *Please verify TRS membership eligibility for this employee. Based on prior reporting, the net hours reported are less than half of the full-time equivalent due to negative adjustment submitted for hours worked. If you feel the reported information related to this error is correct, please contact TRS.* (Error Message: 563)

**Remedy:** Please verify that the employee is being reported correct and that the contract on file is correct. Review the hours that have been reported and confirm if employee should be eligible. If you have verified that the employee should be eligible, please provide the answers to your coach for each of the below questions:

1. How many hours per week was the employee hired to work?
2. What is the Full Time Equivalent (FTE) of the position held by the employee? (i.e. no FTE, 30-40)
3. What caused the employee to work more or less than their normal schedule? (Please select **one**)
  - ☐ Temporary *decrease* in hours due to business needs  
As of what date is the employee expected to resume working 50% of the FTE?
  - ☐ Unpaid Leave
  - ☐ Other- please provide brief explanation

**Error Message:** *Please verify TRS membership eligibility for this employee. Employee may be in a TRS-eligible position since the net hours reported are one half or more of the full-time equivalent due to adjustment submitted for hours scheduled. If you feel the reported information related to this error is correct, please contact TRS.* (Error Message: 567)

**Remedy:** Please verify that the hours scheduled are needing to be adjusted. The hours scheduled can only be reported if the employee's hours are not tracked in any way. This is the total number of hours

the employee is scheduled to work per week. If the employee should be **eligible**, please provide the answers to your coach for each of the below questions:

1. How many hours per week was the employee hired to work?
2. What is the Full Time Equivalent (FTE) of the position held by the employee? (i.e. no FTE, 30-40)
3. What caused the employee to work more or less than their normal schedule? (Please select **one**)
  - ☐ Temporary *decrease* in hours due to business needs  
As of what date is the employee expected to resume working 50% of the FTE?
  - ☐ Unpaid Leave
  - ☐ Other- please provide brief explanation

## Error Resolution Guide

### Report Level Error

#### Records Failed to Post

**Error Message:** *One or more records failed to post due to a system error. Please contact your RE Coach at TRS to resolve (Error Message: 702)*

**Remedy:** Please review the report and verify if any records are at a valid status. Click the Status column twice to sort the report in descending order. Any Valid records will show on the top of the list. Please review these records and reach out to RE Coach for guidance on clearing this error.

#### Deleted Records Verification

**Error Message:** *Deleted Records must be verified before a signature can be accepted and the report completed.*

**Remedy:** Please complete the [Deleted Records Verification](#) under the 'My Worklist' Tab in the portal.

#### Prior report month not complete

**Error Message:** *The previous month's report status is not 'Complete'. (Error Message: 073)*

**Remedy:** Review prior month's report and bring this to a completed status. The prior month report must be complete before the current month's report can be completed. If prior month's report is Pending, please submit the Signature to bring the file to a completed status.

#### Contributions due

**Error Message:** *Current month report cannot complete due to balance owed for one or more contribution. Please review the RE Ledger and submit any TEXNET deposit needed to pay outstanding balances. (Error Message: 803)*

**Remedy:** Please review the RE Ledger and review each contribution type and verify if there are any outstanding contributions (including CI, PI and PF accounts). If you have outstanding (negative) balances, please be sure to remit the TEXNET deposit or complete allowable transfers as soon as possible to avoid potential delays in your report completing. In addition, failure to remit payment for outstanding balances will result in the reports remaining at a Rejected status until a TEXNET has been submitted or transfer has been completed. Additional consequences, up to and including penalty fees and/or warrant holds on state funds, may result if the balance remains unpaid.

#### Lead Record Error

**Error Message:** *The Regular Payroll (RP) file format is invalid on Row<<Row Number of the flat file>>.*

**Remedy:** When it is a report level validation regarding the Lead Record the system does not import the detail records or allow you to edit. This information is not available for us to view. It is recommended that you review the Lead Record on the file and update the information and then re-upload the file.

### Report Level Warning

#### No records found

**Warning Message:** *For regular payroll report period <<report month>> <<report year>>; no records found for <<first name>> <<last name>> <<ssn>>. If the employee has terminated, please submit ED90. (Warning Message: 638)*

**Remedy:** Please use the [View Employee Information](#) screen to review if employee has current work agreement. If the employee has multiple positions, please verify if both positions are being reported on the current month's report. If the employee has terminated, please submit ED90 to close employment.

**Warning Message:** *For regular payroll report period <<report month>> <<report year>>; no records found for <<first name>> <<last name>> <<ssn>>. If the employee has terminated, please submit ED90. If the employee did not work and did not receive any pay in the report period, please submit an RP20 with zeros to confirm.* (Warning Message: 804)

**Remedy:** Please use the [View Employee Information](#) screen to review if employee has current work agreement. Determine the appropriate action:

- If the employee has terminated, submit ED90.
- If the employee did not work or receive pay during the report period, submit an RP20 with the appropriate zero-day reason code.
- If the employee has not terminated but no longer works in this position, submit an ED45 to end this position.
- If this position was created in error, submit an ED45 to delete this position.

## Employment After Retirement (ER) Report

### ER Reporting – General Tips

- **Employment after Retirement report:** The ER report can only be brought to Complete once each report month. Any corrections or additions must be submitted on an ER Adjustment report.
- **ER20/ER25/ER27:** The Employment Beginning and Ending Dates must be based on the fiscal year (September – August), not the retirees' contract.
- **ER20:** Use the 'Paid Through 3<sup>rd</sup> Party Entity' flag to indicate if the retiree is employed through a third party, or is in the first 12 consecutive month after retirement and is working as an independent contractor; is waiving, deferring or foregoing compensation; or is working as a volunteer but is performing duties or providing services that the retiree pro-vided immediately before retiring and has an agreement in place to provide those same services or duties after the 12 consecutive-calendar-month break.
- **ER27:** The ER27 adjustment record can be submitted with both positive and negative adjustments to different fields on the same record (much like the RP 25 adjustment record).
- **ER27:** When submitting an ER27 record to delete a previously submitted record, the system will ask for a zero days reason code. Please choose 'C' if the person is not terminated or 'F' if the person has terminated.
- **Terminated Retirees:** If a retiree was originally reported as working the full fiscal year, but terminates employment prior to the reported end date, two records will be needed:
  1. ER27 to change the end date on the previous month's record to the termination date

2. ER20 for current month that has the same ending date of employment/termination date

### Reporting adjustments prior to Go-Live:

- **ER 25 vs. ER27:** The ER27 record will be used to adjust pre-go live data on retirees who retired after 1/1/11 and were reported on the detail file for a report month prior to September 2017. If RE needs to adjust pre-go live data on retirees who retired before 1/1/11 and were included only on Area 2 of the Signature, an ER25 record is needed instead.
- **Position Code:** When adjusting retiree data that is prior to the RE Portal go-live date (before September 2017 reports), all position codes for ER records were migrated to the new system as 02. Any ER27 records submitted to correct data prior to September 2017 must list '02' as the position code.

## ER20

### Surcharge Errors

#### *Surcharges not due*

Error message: *The Pension Surcharge Contribution is not due for retiree with zero reported days.* (Error message: 787)

Remedy: Verify the actual days and actual hours worked are correct. Remove the surcharges reported if the retiree did not work in the report period.

If the retiree did work, please update the record with the days and hours worked during the report month.

Error message: *The TRS-Care Surcharge Contribution is not due for retiree with zero reported days.* (Error message: 788)

Remedy: Verify the actual days and actual hours worked are correct. Remove the surcharges reported if the retiree did not work in the report period.

If the retiree did work, please update the record with the days and hours worked during the report month.

Error message: *Based on the current information reported, the Pension Surcharge Contribution is not due. If you feel the reported information related to this error is correct, please contact TRS.* (Error Message: 225)

Remedy: Verify the actual days and actual hours worked are correct. Remove the surcharges reported if the days and hours reported do not exceed the [Employment After Retirement Limits](#) for that report month.

If hours and days are not correct, please update the record with the correct hours and days actually worked in the report month.

Error message: *The TRS-Care Surcharge Contribution is not due for this retiree. If you feel the reported information related to this error is correct, please contact TRS* (Error Message: 214)



## Error Resolution Guide

**Remedy:** Verify the actual days and actual hours worked are correct. Remove the surcharges reported if the days and hours reported do not exceed the [Employment After Retirement Limits](#) for that report month.

If hours and days are not correct, please update the record with the correct hours and days actually worked in the report month.

### *Surcharges are due*

**Error message:** *The retiree has exceeded half time and the TRS-Care Surcharge Contribution is due. If you feel the reported information related to this error is correct, please contact TRS.* (Error Message: 184)

**Remedy:** Verify the actual days and actual hours worked are correct. Enter the surcharges due if the days and hours exceed the [Employment After Retirement Limits](#) for that report month.

If hours and days are not correct, please update the record with the correct hours and days actually worked in the report month.

**Error Message:** *The retiree has exceeded half time and the Pension Surcharge Contribution is due. If you feel the reported information related to this error is correct, please contact TRS.* (Error Message: 185)

**Remedy:** Verify the actual days and actual hours worked are correct. Enter the surcharges due if the days and hours exceed the [Employment After Retirement Limits](#) for that report month.

If hours and days are not correct, please update the record with the correct hours and days actually worked in the report month.

### *Information does not match*

**Error message:** *Information does not match reported data from a prior report period. Please verify if Position Code, Employment Type or Employment Dates changed.* (Error Message: 619,620)

**Remedy:** Using the [View Employee Information](#) screen, review the submitted position record that is currently on file. If Position Code, Employment Type or Employment Dates changed for the current month, submit an ER 27 to change the dates. Allow the ER 27 to post, then update the ER 20 to have the beginning date for the current month. If the dates have not changed, please correct the dates on the ER20 record to match what was previously reported.

### *Contract dates*

**Error Message:** *The ER Beginning and Ending Dates of Employment must be within September 1- August 31 of the current Fiscal year* (Error Message: 668, 668,669)

**Remedy:** Contract information for Retirees must be contained within the TRS Fiscal year (Sept 1 – August 31). Review the contract dates and make corrections. You may choose to report your retirees either month-to-month or for the entire school year. If you are reporting for the entire school year and that school year begins in August, enter a 1-month contract from 08/01 – 08/31 for the August ER report. For the September ER report, you may enter the remainder of the contract (09/01/2021 – end of school).

## Error Resolution Guide

### ER 25

*Adding an ER record that was not previously reported or left off the ER Report. Can only have positive adjustments.*

Original Information does not match

Error message: *Information does not match reported data from a prior report period. Please verify if Position Code, Employment Type or Employment Dates changed. (Error Message: 619,620)*

Remedy: Using the [View Employee Information](#) screen, review the submitted position record that is currently on file. If Position Code, Employment Type or Employment Dates changed for the current month, submit an ER 27 to change the ending date. Allow the ER 27 to post, then update the ER 20 to have the beginning date for the current month

### ER 27

*Editing/Deleting a previously reported ER Record. Can have both positive and negative adjustments.*

Original Information does not match

Error Message: *The Employment Type for this employee <<display value>> does not match with the original Employment Type found in the TRS system <<display value>>. If you feel the reported information related to this error is correct, please contact TRS. (Error Message: 068)*

Remedy: Using the [View Employee Information](#) screen, review the submitted position record that is currently on file. Correct the original information to match what was previously reported.

Error Message: *The Beginning Date of Employment for this employee <<display value>> does not match the original Beginning Date of Employment found in the TRS system <<display value>>. If you feel the reported information related to this error is correct, please contact TRS. (Error Message: 069)*

Remedy: Using the [View Employee Information](#) screen, review the submitted position record that is currently on file. Correct the original information to match what was previously reported.

Error Message: *The End Date of Employment for this employee <<display value>> does not match with the original End Date of Employment found in the TRS system <<display value>>. If you feel the reported information related to this error is correct, please contact TRS. (Error Message: 070)*

Remedy: Using the [View Employee Information](#) screen, review the submitted position record that is currently on file. Correct the original information to match what was previously reported.

Error Message: *The Paid through 3rd Party Entity Flag for this employee <<display value>> does not match with the original Paid through 3rd Party Entity Flag found in the TRS system <<display value>>. If you feel the reported information related to this error is correct, please contact TRS. If you feel the reported information related to this error is correct, please contact TRS. (Error Message: 071)*

Remedy: Using the [View Employee Information](#) screen, review the submitted position record that is currently on file. Correct the original information to match what was previously reported.

Error Message: *The Position Code for this employee <<display value>> does not match the original Position Code found in the TRS system <<display value>>. (Error : 655)*

## Error Resolution Guide

**Remedy:** Using the [View Employee Information](#) screen, review the submitted position record that is currently on file. Correct the original information to match what was previously reported.

### Report Level Error

Prior report month not complete

**Error message:** *The previous month's report status is not 'Complete'.* (Error Message: 073)

**Remedy:** Review the prior report month. If the report is not at a COMPLETED status, review any errors that still remain. Once all errors are resolved, submit all records, and allow the report to reach PENDING. Submit your signature and allow the report to reach COMPLETE. Then resubmit the current month ER report and it should allow the current month to complete.

### Contributions due

**Error Message:** *Current month report cannot complete due to balance owed for one or more contribution. Please review the RE Ledger and submit any TEXNET deposit needed to pay outstanding balances.* (Error Message: 803)

**Remedy:** Review your RE Ledger Balances. There should be no negative balances. If you have a negative balance in any fund type, you can either submit the payment via [TEXNET](#) or you can transfer funds to the shortage from another allowable account. You can find a list of all the [Allowable Transfers](#) here.

## Certifications

### Refund Certification

Error Message: Days cannot be reported after termination

**Remedy:** Use the [View Employee Information](#) screen to see days/hours reported. If you see days and hours reported after the termination date, please enter an RP 25 to remove any days and hours reported in error. The Zero Day reason code should be F-Final Pay.

Error Message: Transactions exist after final report month

**Remedy:** Use the [View Employee Information](#) screen to see days/hours reported. If you see any payroll transaction reported after the termination date, please enter an RP 25 to remove any days and hours reported in error. The Zero Day reason code should be F-Final Pay.

Error Message: Contract Not Found/Substitute Position Only

**Remedy:** When submitting a Refund Certification as 'Not Terminated – Substitute Only' and the contract has ended in a prior month, an error will generate. You have two options to complete a substitute's refund certification after their contract has ended for the current school year.

1. You may extend the substitute contract through the end of the current month, since they are still employed by your entity in that capacity even if they are not working. Please note that doing this will result in a warning for your RP that there is a contract on file but no matching RP record.

2. You may mark this person as terminated using the final day of their current year contract as their termination date. Be sure to provide the correct final report month. Please note that doing this will TERMINATE this person's employment with your entity in the TRS system. As a result, your entity will have to submit BOTH an ED 20 (using a new Employment start date) AND an ED 40 for this individual if they continue to work for your entity in the next school year.

### Other Features in the Portal

**Fund Transfers:** Reporting entities are able to make transfers between contribution buckets as allowed in the [Limits on Transfers and Refunds document](#). If a transfer is not allowed per this webpage, but the reporting entity would like to see if an exception can be made, please contact your reporting coach. In order to transfer funds into a contribution account, that account must have a negative balance. *It is not currently possible to transfer funds into a bucket with a positive or zero balance.* In this case, you will get a green message that the information was saved, but no transfer will occur.

### Semester Dates Submission

- **Multiple Calendars for School Year:** When submitting semester dates under the 'Maintain Semester Dates' option, if your reporting entity has more than one calendar for the school year, please use the semester dates on the earlier calendar. For example: the first semester for some campuses is based on three six-week periods and the semester dates are August 18-December 21. On other campuses, the first semester is based on two nine-week periods and are August 28-January 17. Because the first semester ends earlier for the campuses on the three six-week periods, use this calendar to enter information in 'Maintain Semester Dates.'
- **Correcting Semester Dates:** If the dates entered into 'Maintain Semester Dates' are incorrect, please contact your reporting coach to have them corrected/updated. The reporting entity is not able to edit the dates once entered and saved.

### Current Defects and Workarounds

As we continue to work in the TRS RE Portal, defects may arise and require the TRS Development Team to fix with a maintenance cycle. Below is a list of the current defects and their description and workaround (if available).

Issue/Defect	Description and Workaround	Targeted Fix
Validation 485- "Confirm whether the new member contribution is due for this employee by using 'View Employee Information' screen. If not, delete reporting entity payment for new	Some REs are experiencing error 485 that New Member is not due in the month that the 90 <sup>th</sup> day falls. If the New Member contribution is due based on the View Employee Information screen at the time of hire, contact your RE coach for assistance.	TBD

## Error Resolution Guide

<i>member contribution.”</i>		
Validation 554- Ending date of contract/work agreement cannot be changed because an RP record is posted after the new date.	Employers are receiving this error on ED 45 records when no “new ending date of contract/work agreement” is being reported. Contact your RE Coach for possible override.	TBD
TRS-Care Penalty Interest (CI) CSV File	When the CSV file for TRS-Care penalty interest (CI) is downloaded, the transactions display as PI rather than CI.	TBD
ED 45	Some employers are experiencing errors when submitting ED 45 records to backdate the beginning date of contract/work agreement. Contact your RE coach for assistance.	TBD
View Employee Information	The view employee information screen is missing some transactions for the current FY. Review the completed RP and ER report files to determine what posted to the employee’s account.	TBD
RP Report Totals Screen – Non-Higher Ed	The RP Totals screen is not displaying the current Statutory Minimum contribution balance in the RE Ledger Balance column. Navigate to View RE Ledger to view the current SM balance.	TBD
Automated ORP Email Notification from TRS	Some employers have received an automated email notification from TRS when an ORP election has been made. The email has been sent to terminated employment in error. If participant is no longer employed with your entity, disregard the email.	TBD
Error 568- “Verify membership eligibility for this employee. The total scheduled hours reported are less than half of the position’s reported full time equivalent”	Some REs are experiencing this error for TRS eligible employees when reporting Hours Scheduled but no Days Worked and a Zero Day Reason Code. Hours Scheduled should only be reported in months that the employees worked. If the employee did work, input the days worked in the report period and remove the Zero Day Reason Code. If the employee did not work, remove the Hours Scheduled from the record	TBD
Report Totals Page Error - “A general error has occurred” “Unidentified SQL Exception”	After clicking on the Totals link for a report, this error populates, preventing the user from seeing the report totals and all the errors and warning. As a temporary solution, download the CSV file from the Details Screen to view remaining errors and warnings on the report.	TBD
Eligible TRS Gross Compensation is Less Than the State Minimum Compensation	If an employee’s Eligible TRS Gross Compensation reported on the RP20 is less than the State Minimum Compensation, do not report the State Minimum Compensation on the RP record. Otherwise, the RE Payment for Public Education Employer contribution will not calculate correctly.	TBD
Charter School Only –	Some charter schools are experiencing an error when entering adjustments for Statutory Minimum	TBD

## Error Resolution Guide

Submitting RP25 to adjust EC Contribution	Contributions and EC Contributions. The system is trying to calculate the contribution based on the State Minimum Compensation	
ED45 Error 545 – Ending Date of Contract/Work Agreement cannot be changed because an RP20 record is posted outside the new date.	Only changing one field on the ED45, such as the Non-standard Work Week or Hourly Rate, but are receiving the error 545.	TBD
Refund Certification	RE's are receiving an error that a transaction exists after the termination date. The workaround is to submit an ED90. If the error persists on the ED90, please reach out to your RE Coach.	TBD
Password Expiration/Verification Code not Being Sent	<p>Some users are receiving the error message "RE Portal log in issues when password is expired"</p> <p>When RE user with expired password enters log in details, system should prompt to reset password. Instead, it is sending user to verification page. No email with verification code is sent out causing confusion with the Portal users.</p> <p>Workaround: Please check with IT to see if verification email was blocked/check spam folders</p> <p>If the verification code was not received, a password reset is needed. Reach out to the Web Administrator to have them reset your password.</p> <p>If a Web Administrator is having this issue to email <a href="mailto:reporting@trs.texas.gov">reporting@trs.texas.gov</a></p>	TBD

## References

[View Employee Information Guide \(Active\)](#)

[View Employee Information Guide \(Retiree\)](#)

[View 401\(a\)\(17\) Limit \(Salary cap\)](#)

[View ORP Participants](#)

[View SCP Payment](#)

[Payroll Manual - ISD, Charter, Educational Service Centers](#)

[Payroll Manual - Higher Education, Medical and Dental Schools, Community/Jr. Colleges](#)

[Error and Warning List](#)