Error Resolution Guide

Resolving Common Errors in the RE Portal

TRS
TEACHER RETIREMENT SYSTEM OF TEXAS

Table of Contents

Introduction:

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

While this list may __not be__ complete, it is a starting point to address common questions/issues reporting employers encounter in the RE Portal. TRS encourages each reporting employer to thoroughly review this document. If there are questions not addressed in this document, please contact your RE coach for assistance. Your coach's name and contact information are at the top of your home page on the RE Portal. By clicking on the coach name, you can initiate an email communication with your RE coach.

Error and Warning Tips

- **Filtering List of Errors/Warnings:** The list of Errors and Warnings displayed through the 'Totals' link can be downloaded into a .CSV file or 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's license, etc.), then an ED25 Demographic Change record should be submitted. Reporting employers should not submit an ED20 with the intent of matching the demographic data TRS has, if documentation (social security card, driver's license, etc.) provided by the employee to your RE 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 to upload a new file, please be aware that the corrections you made in the portal will also be deleted. If you do not need to submit a new file after corrections, use the Submit all Records button at the bottom of the Edit screen to revalidate the report. Any corrections made within the RE Portal should also be reflected within your software system to ensure that the TRS system and your system match.

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. Only RE contacts with Signature or Administrative access can review and submit signatures.

- **Achieving 'Complete' Status for RP/ER Reports:** Reports will reach 'complete' status once the reports are error free, and in the case of the Regular Payroll (RP) and Employment after Retirement (ER) reports, once the 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. For example, if the last Regular Payroll report was August, the adjustment reports will be created under August. 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's upload will not process, 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, actual hours worked between the first day of the calendar month and the last day of the calendar month must be reported. If the actual hours worked by an employee in the calendar month are not available at the time the report is due, the estimated hours the employee is expected to work for the calendar month may be reported. When the actual hours worked are available, then a prior-month adjustment (RP25) would be required if the expected hours do not match the actual hours worked. The adjustment will report the net difference in the 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 considered time worked and is also included.

- **Compensation Reported:** Compensation reported must be the amount of compensation **paid** *during the report period*, regardless of 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 'Eligible TRS Gross 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 a TRS membership eligible employee has earned a year of creditable service but has moved into a non-TRS-eligible position within the same year, they must continue making TRS contributions for the remainder of the fiscal year. The only exception is when the employee moves into a position that meets the TRS definition of a Substitute. The membership flag will remain at 'Y' for that fiscal year. However, the Employment Type will need to be updated to reflect their new work agreement, such as less than half-time.

Employee Demographic (ED) Report

ED Reporting – General Tips:

- A Signature is not needed for the Employee Demographic (ED) report.

- An ED report at "Incomplete" status cannot be deleted because some of the records on that report have posted. Only ED reports at a "Rejected" status can be deleted.

- The Report Status of an ED report will be "Incomplete" if the report contains one or more records with error messages. If the ED report has reached the status of "Incomplete," corrections can be made through the RE Portal Edit function. Do not resubmit the entire original ED file.

   o Within the report, records with no errors will be at Posted status, while records with errors will be at a Suspended status.

- An RE can submit and complete as many ED reports as needed each month. Please make sure that the ED report is entered with the month showing the current reporting month. All ED reports should be brought to a completed status if possible.

- **ED40:** If there is not a current ED40 record on file for every employee reported on the Regular Payroll (RP) report, this will result in errors on the individual RP records. If you do receive errors stating that an ED40 record is not found, verify that the social security number (SSN) listed on the RP record is correct. If yes, review what ED40 information was previously reported for this employee by searching within the View Employee Information screen of the RE Portal. If no ED40 has been submitted, move forward with creating/submitting the record on the ED report. If you believe an ED40 record has been submitted on an ED report, query the ED reports in the RE Portal to view and correct any errors that may be preventing the record from posting. Remember, any ED records with errors have not been accepted by TRS. Pay close attention to the fiscal year noted in the error and warning on the RP20 record. Verify that the contract/work agreement dates are for the fiscal year indicated.

- **ED90 vs. ED45:** In the RE Portal, the ED90 record is used ONLY to indicate a person has terminated all employment.

   o If a person changes their position, please submit an ED45 to end the prior position and add the new position, using the adjustment reason code of "End/Add".

      ▪ On the ED45 record with a reason of "End/Add", complete all the original fields to match the ED40 posted for the original position. Complete all the new fields on the record to match the contract/work agreement for the new position. Do not complete the "New Employment Start Date" field.

      ▪ The End/Add adjustment reason code will only work if the change in positions occurred from one day to the next. If there is a gap in time between this change,

you will first submit an ED45 using the adjustment reason code of "End" to end the original employment. Once this has been posted, an ED40 will be needed for the new position the employee is expected to work.

- o If an employee has ended their work agreement for the current year but is expected to return the following year, no ED90 is needed.

- o **Only submit an ED90 if an employee has terminated <u>all</u> employment. The ED90 should be submitted in the final month in which the employee is expected to be reported to TRS.**

- **Demographic Errors or Changes:** TRS requires a copy of the employee's social security card and/or Government-issued ID when demographic errors are received within the ED report or when submitting demographic changes.

ED20 Errors
Information 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 RE matches the SSN card, submit an ED25 record to update the name on the TRS system. If the name on the social security card matches TRS, update your system and edit the ED20 to match TRS records.

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 two lines, the name/names on the second line will be reported as the last name. If the name reported by your RE matches the SSN card, submit an ED25 record to update the name on the TRS system. If the name on the SSN card matches TRS, update your system and edit the ED20 to match TRS records.

Date of birth does not match

Error Message: *The reported Date of Birth (DOB) 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 employee's DOB on their government-issued ID (driver's license/passport/state issued ID). If the DOB reported by your RE matches the government-issued ID, submit an ED25 record to

update the DOB on the TRS system. 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 the employees' gender on their government-issued ID (driver's license/passport/state issued ID). If the gender reported by your RE matches the government-issued ID, submit an ED25 to update the gender code on the TRS system. If the gender on the government-issued ID matches TRS, update your system and edit the ED20 to match TRS records.

Employee Identification Number (EIN) belongs to another TRS participant

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

Remedy: Compare the SSN entered on the ED20 to the SSN listed on the employee's social security card. If the SSN on the record matches the information on the social security card and the ED20 receives this error, reach out to your RE coach. If the SSN on the record does *not* match the social security card, please correct the SSN on the record.

Demographic Data matches another TRS participant

Error Message: *The demographic data matches another TRS participant with a different Employee Identification Number. 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 for the employee. If the number matches with the number on the social security card and the ED20 is receiving this error, reach out to your RE coach.

ED25

Change is not Allowed

Error Message: *This change is not allowed without TRS review. Please contact your RE coach. Changes to employee's demographic information may require additional documentation such as a social security card and/or government-issued ID.* (Error Message: 641, 642)

Remedy: Reach out to your RE Coach for assistance, documentation will be required to update the employee's 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 on the record and verify that it is correct according to the employee's social security card. 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. Please compare the reported EIN/SSN to the social security card on file. If the record does not match the SSN card, please update the record with the correct EIN/SSN and resubmit the report. If the EIN/SSN does not match, please securely send the SSN card to your RE coach.* (Error Message: 044)

Remedy: Please review the SSN being reported on the record and verify that it is correct according to the employee's social security card. If the number is correct on the record, reach out to your RE Coach for further assistance. If however, the number is incorrect in your system, update your system with the correct SSN as it appears on the social security card. Correct the SSN on the record(s) in the RE Portal to resolve the error.

ED40

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.

- o **S = Substitute** - only applies to employees filling in for an employee of record who is out on leave.
- o **P = Less than half-time** - used for employees who are working less than half time of a position's Full Time Equivalent (FTE).
- o **F = Half Time or More** - used for employees who are working half time or more of the position's FTE. Employee must be eligible for TRS if using this employment type.
- o **M = Temporary** - used for employees whose overall employment is expected to last less
- o than 4½ months in a school year.
- o **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 4½ months
Error Message: *Temporary Employment cannot exceed 4½ months* (Error Message: 800)

Remedy: If the employment is expected to last for an indefinite period; or a defined period of 4½ months or longer, then the employment would not be considered "Temporary." If the employee is working half-time or more of the position's FTE, the 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 4½ months, but is not expected to be half-time or more, this would not be considered "Temporary" employment either. This type of employment would need to be reported as "P=Less than Half-time." If you are entering an ED40 and the employee's **total** employment does not exceed 4½ months, please reach out to your RE Coach for assistance.

ORP election – First day election

Error message: *Full time employment may not be reported if the TRS Membership Eligibility Flag is No. Please review the membership eligibility guidelines. If Higher Education with an ORP election, please be sure that the TRS 28 has been sent to TRS.* (Error Message: 414)

Remedy: If the employee elected ORP on or before the first day in their ORP eligible position, please be sure that a [Election to Participate in Optional Retirement Program and/or Refund (TRS 28) 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 for the employee. Compare the ED40 record information 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 ED40 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 Sept. 1, 2025 through Aug. 31, 2026, 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 or is not a valid 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 report month or for a prior month. If the employment start date is for a future month, then the ED40 will need to be submitted in that month. For example, if the employee's contract start date is Sept. 1, then you will need to submit the ED40 on a September ED report.

Employee not enrolled

Error message: *The employee has not been enrolled with this RE via ED20 or ED25. If not submitted, please submit an ED20/ED25. If an ED20 or ED25 was submitted, please make sure the ED20 or ED25 is in Posted status, not Valid or Suspended.* (Error message: 058)

Remedy: Please review your ED reports and verify if an ED20 or ED25 has posted for the employee. If no ED20 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 review the supporting demographic documents. If TRS' system needs to be updated, remove the ED20 and submit an ED25 record. This will take the place of the ED20 and enrolls the employee with your employer. If an ED20 or ED25 record is suspended with errors, the errors on the record will need to be resolved before the ED40 can be submitted.

Confirmation of time worked

Error Message: *Please confirm whether the employee worked during the dates being reported on this record, then contact TRS for review. An RE Coach will advise how to report the employee.* (Error Message: 839)

Remedy: Please verify whether the employee worked within the dates that the ED40 is reporting. If they did *not* work and are just receiving pay, the ED40 is not needed. Report the employee with the accrued pay zero day reason code on the RP20 record. If the employee continued to work, please reach out to your RE coach for further instructions.

ED45

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 060)

Remedy: If you are entering an ED45 for an existing contract please verify that the information being entered in the **original fields** matches the contract TRS has 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 one

Error message: *Full time employment may not be reported if the TRS Membership Eligibility Flag is No. Please review the membership eligibility guidelines. If Higher Education with an ORP election, please be sure that the TRS 28 has been sent to TRS.* (Error Message: 414)

Remedy: Confirm a Election to Participate in Optional Retirement Program and/or Refund (TRS 28) form has been sent to TRS, then reach out to your RE Coach for assistance.

Posted Transactions Exist

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

Remedy: Review the employee's work agreement with your RE to confirm whether they were TRS membership eligible for the dates being entered on the ED45. If the employee should be reported as TRS membership eligible for the dates reported, reach out to your coach for assistance with corrections.

If the employee was not TRS membership eligible for the dates on the ED45, please review and correct the record.

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: 753)

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 deleted before the contract can be changed. After the contract has been changed, the deleted transactions will need to be reported again. Contact your coach for assistance.

ED90

Final report month more than two months after termination

Error Message: *Final Report Month for TRS Contributions cannot be more than two 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 for your coach and request an override.* (Error message: 781)

Remedy: Confirm the Final Report Month for TRS Contributions. Please provide your RE Coach an explanation regarding late paid compensation so an override may be considered. If the employee moved from an eligible to ineligible position, please update the Final Report Month to the last month an employee was paid for their 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 RP25 to remove the days/hours reported and enter the zero-day reason code F-Final Pay. Once the days/hours have been removed, the ED90 errors should clear and the record.

Regular Payroll (RP) Report

RP Reporting – General Tips

- **Regular Payroll Report:** The RP report can only be brought to a Complete status once each report month. Any corrections or additions must be submitted using an RP Adjustment report.

- **RP20:** This is the current month payroll record for employees that reports their time worked, compensation, and contributions (if applicable). Total hours worked in the month must be

reported if time is tracked in any manner for the employee. Hours scheduled per week must be reported if time is *not* tracked in any manner for the employee.

- **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. This is the result if the original TRS-Eligible Compensation/Member Retirement Contributions were under-reported while the Federal Fund Compensation was over-reported. Please keep in mind that the adjustment amounts must be the net difference in what was originally reported and what should have been reported for the employee in that report period.

- **New Member Contributions:** New Member Contributions are due on any TRS eligible pay <u>received</u> 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 work rendered during the first 90 days.

- **Non TRS-Retirees Substitutes:** If reporting employees who are substitutes (non TRS-retirees) are paid a flat daily rate, 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.

RP20
Verify Membership Eligibility
May be eligible
<u>Error Message</u>: *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)

<u>Remedy</u>: Please verify that the employee is being reported with the correct Hours Worked for the report month and that the contract on file with TRS has the correct FTE. You can use the View Employee Information screen to review the contract on file. Also review the work agreement with your RE and confirm if the employee should be **<u>ineligible</u>**. If you have verified that the employee should not be eligible, please provide the answers to your coach for each of the following 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 than their normal schedule? (Please select **<u>one</u>**)
   - ☐ 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?

        Click or tap to enter a date.

☐ 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 with the correct Hours Worked for the report month and that the contract on file with TRS has the correct FTE. You can use the View Employee Information screen to review the contract on file. Also review the work agreement with your RE and confirm if the employee should be TRS membership eligible. If you have verified that the employee should be eligible, please provide the answers to your coach for each of the following 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 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?
      Click or tap to enter a date.
   ☐ Unpaid Leave
   ☐ Other - please provide brief explanation

Eligible Compensation Must be Reported

Error Message: *Employee in a TRS-eligible position is being reported for the third consecutive month with time worked and no eligible compensation. If you feel the reported information is correct for this employee, please contact TRS. If the employee is near the salary cap limit for the fiscal year, please review the View 401 (a)(17) salary cap information on the RE portal and report one hundred percent of the creditable compensation limit.* (Error Message: 428)

Remedy: First, please verify that the employee is working in a TRS membership eligible position. Next, please use the View Employee Information screen to verify that the reported contract is correct by viewing the ED Contract Information and 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.

Multiple Work Agreements – Single Employer

TRS membership flag must be the same

Error Message: *The TRS Membership Eligibility Flag must be the same if the employee is reported in multiple positions during the same report period. If you feel the reported information related to this error is correct, please contact TRS.* (Error Message: 576)

Remedy: Please review the work agreements this employee has with your RE. If the employee is already working in a TRS membership eligible position for your RE, then all additional positions the employee holds with your RE are also eligible. Use the View Employee Information screen to review all positions reported to TRS by your RE. If the employee is no longer meeting the TRS membership eligibility requirements in any position, submit an ED45 record to end the previous position and add the new position. Please note that if the member has already earned a year of service with TRS, they must remain eligible through the end of the fiscal year (Aug.). Eligibility can be evaluated again at the start of the new fiscal year (Sept.) for the employee.

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 the employee's name on their 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 RE matches the social

security card, please submit an ED25 to change the name on the TRS system. If the name on the social security card matches TRS, please update your system and the RP record to match TRS.

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 the employee's name on their 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 two lines, then the name(s) on the second line is the last name. If the name being reported by your RE matches the social security card, please submit an ED25 to change the name on the TRS system. If the name on the social security card matches TRS, please update your system and the RP record to match TRS.

Contract/Position Errors

ED40 not found

Error Message: *An ED40 does not exist with contract dates covering the report month. Please review the current contract information on the View Employee Information screen. Submit an ED40 for new contract information or an ED45 to adjust a previously submitted contract. If an employee contract ended in a previous month, and no work was performed in the reporting period, make sure no hours or days worked are included on the RP transaction.* (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 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 reflect the change 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: Review the contract information on the <u>View Employee Information</u> Screen. 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 reflect the change 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: In the RE Portal, navigate to the Regular Payroll report and click Edit next to the report. Use the "Search" box at the top of the report and enter the social security number for the employee 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.

Option 1 — Add or Edit a Record

You may add a new record or edit an existing record. Enter a SSN or TRS Temporary ID to view, add or edit a record for an employee.

SSN or TRS Temporary ID	

Search

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 <u>View Employee Information</u> (VEI)screen to verify if the employee is subject to the New Member Contribution. Please note that the VEI screen is in real time, and the error message is as of the Report month. This means that if the 90 days has passed on the calendar, New Member contribution may display as "No" on the VEI screen but New Member contribution is still due for the report period. Also, while on the VEI screen, 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 add the New Member Contribution to the employee's RP20 record.

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 (VEI) 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 VEI screen is in real time, and the error message is as of the Report month. Also, while on the VEI screen, 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 contribution amount from the employee's RP20 record.

> *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 2025, please review the View Employee information screen between September 1-30 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: The Federal Fund/Private Grant contribution is the State Contribution rate multiplied by the Eligible Compensation Paid from Federal Fund/Private Grants. Please review the Eligible Compensation Paid from Federal Fund/Private Grants reported on the employee's RP20 record. If this amount is correct, calculate the Federal Fund/Private Grant Contribution using the current rate set for the State Contribution Rate. If any of the compensation amounts mentioned are incorrect on the RP20, update those amounts first, then calculate the contribution amount due.

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: The Federal TRS-Care contribution is the contribution rate multiplied by the Eligible Compensation Paid from Federal Fund/Private Grants. Please review the Eligible Compensation Paid from Federal Fund/Private Grants reported on the employee's RP20 record. If this amount is correct, calculate the Federal Fund/Private Grant TRS-Care Contribution using the current rate set for the Federal TRS-Care. If any of the compensation amounts mentioned are incorrect on the RP20, update those amounts first, then calculate the contribution amount due.

For ISD and Charter Schools, please also consider reviewing the Child Nutrition examples to assist with Federal Fund/Private Grant and Federal TRS-Care contributions.

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. (Error message: 547)

Remedy: Please review the employee's Eligible TRS Gross Compensation, Eligible Compensation paid from Federal Funds/Private Grants and the Statutory Minimum salary on the employee's RP20 record. If these amounts are correct on the RP20 record, use the Statutory Minimum examples in the Payroll Manual to calculate the correct Statutory Minimum contribution amount due for the employee. The contribution amount should be based on the current State Contribution Rate. If any of the compensation amounts mentioned are incorrect on the RP20, update those amounts first, then calculate the contribution amount due. Further examples for calculating the Statutory Minimum Contribution can also be found on the Statutory Minimum/Federal Fund/Public Education Employer Relationship Examples webpage.

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 employee's RP20 record. If the position is subject to the Statutory Minimum Contribution, check if the State Minimum salary on the record is correct. If this amount is correct, use the current Public Education Employer Contribution (EC) rate multiplied by the State Minimum salary to determine the correct EC contribution. If the position is *not* subject to the Statutory Minimum Contribution, the contribution rate will be multiplied by the employee's Eligible TRS Gross Compensation to derive the EC contribution due for the employee. If any of the compensation amounts mentioned are incorrect on the RP20, update those amounts first, then calculate the EC contribution due for the employee.

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 (I&A) 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. If the employee's position is not an I&A position, please submit an ED45 record to correct the position code to a non-I&A position code (*'03', '04', 05, '06', or '07')*.

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 *non-Instructional and Administrative employees (non-I&A)*, including "no longer eligible due to the enrollment cap" staff, must be reported under position codes 03-07. For these positions, the

Community/Junior College Contribution must be calculated on 100% of the Eligible TRS Gross Compensation multiplied by the current State Contribution Rate. If the employee's position is an I&A position, please submit an ED45 record to correct the position code to an I&A position code (*'01' or '02'*).

Please note that other contributions may impact the calculation for the Community/Junior College contribution. Please review Community Junior College Contribution Examples for additional support.

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: Review the work agreements the employee has with your RE to verify if the employee has changed eligibility and also verify on the View Employee Information screen in the RE Portal that the contract information was reported correctly to TRS. If the 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 compensation for the eligible position. If the employee has changed to an eligible position, please verify that the contract information has been updated on the TRS system to show the change in position. Submit an ED45 record if the contract change has not been reported to TRS.

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 review 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.

View the limits here: Salary Cap Limit

Transactions cannot be reported after the final report month

Error Message: *The RP20/RP25 reported is after the final report month submitted to TRS. If there is additional TRS-Eligible compensation, please submit a new ED90 with a corrected final report month. If there is no additional TRS-eligible compensation, please delete the current RP20/RP25.* (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. After the ED90 record posts, resubmit the RP report for validation to clear the error on the report.

RP25

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 adjustment submitted for hours worked. If you feel the reported information related to this error is correct, please contact TRS.* (Error Message: 566)

> **OR**

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 confirm that the employee's reported hours—whether worked or scheduled—are accurate, and that the contract on file is correct. If scheduled hours are being reported, ensure they reflect the total weekly hours scheduled. Also confirm that the hours on the RP25 record are a net adjustment. The RP25 record does not replace the original record. If you have verified that the employee should be **ineligible**, please provide the answers to your coach for each of the following 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. The net hours reported are less than half of the full-time equivalent due to adjustment submitted for hours worked.* (Error Message: 562)

> **OR**

Error Message: *Please verify TRS membership eligibility for this employee. The Total Scheduled 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.* (Error Message: 568)

Remedy: Please confirm that the employee's reported hours—whether worked or scheduled—are accurate, and that the contract on file is correct. If scheduled hours are being reported, ensure they reflect the total weekly hours scheduled. Also confirm that the hours on the RP25 record are a net adjustment. The RP25 record does not replace the original record. If you have verified that the

employee should be **<u>eligible</u>**, please provide the answers to your coach for each of the following 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 **<u>one</u>**)
   - ☐ 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

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 within the report are at a valid status. Click the Status column twice on the Edit report screen in the RE Portal to sort the records in descending order. Any Valid records will show at the top of the list.   Please review these records and reach out to RE Coach for guidance on how to get the record to post.

First	Previous	1	2	3	Next	Last

SSN or TRS Temporary Id ⬍	Employee Name ⬍	Record Type Code ⬍	Status ⬍	Date and Time ⬍	Number of Errors ⬍

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. Then return to review and accept the report signature.

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 "Complete" status, review any errors that 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's report and it should allow the current month to move forward with completion.

Contributions due

Error Message: *Current month report cannot complete due to balance owed for one or more contributions. 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 completion and additional interest accruing. In addition, failure to remit payment for outstanding balances will result in the reports remaining at a Rejected status until a TEXNET deposit 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.

Invalid Formatting

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

Remedy: When a report receives a report level error regarding the Lead Record the RE Portal does not import the detail records or allow an RE to edit the report. The report information is not available for TRS to view either. It is recommended that you review the Lead Record on the .txt file, update the information within the file and then re-upload the file. Alternatively, you can extract a new file from your software system and upload the new file into the RE Portal. If you continue to receive this error, you may need to request support from your software provider. TRS is not able to assist until the file validates beyond the formatting error.

Sum does not Match Lead Record

Error Message: *The sum of <Compensation/Contribution> in the report <$$$.$$> does not equal the Total < Compensation/Contribution> in the Lead Record <$$$.$$>.*

Remedy: When a report receives a report level error regarding the Lead Record the RE Portal does not import the detail records or allow an RE to edit the report. The report information is not available for TRS to view either. It is recommended that you review the Lead Record on the .txt file, update the information within the file, and then re-upload the file. Alternatively, you can extract a new file from your software system and upload the new file into the RE Portal. If you continue to receive this error, you may need to request support from your software provider. TRS is not able to assist until the file validates beyond the formatting error.

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 the ED40 records posted for the employee that have dates covering the current report month. If the employee has multiple positions, please verify whether both positions are being reported in 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 the ED40 records posted for the employee that has dates covering the current report month. 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 a position was reported to TRS in error, submit an ED45 to delete the 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 fall within the TRS fiscal year (September – August), which means that they may not align with the retirees' contract.

- **ER20:** Use the 'Paid Through 3rd Party Entity' flag to indicate that the retiree is employed through a third-party employer and their position is not 100% outsourced by your RE. For example, if your RE outsources most of their bus driver positions, but employs one or more bus drivers directly, the position is not 100% outsourced. Any TRS retiree placed by the third-party employer at your RE as a bus driver must be reported on your Employment after Retirement report with the "Paid Through 3rd Party Entity" flag set to "yes".

- **ER27:** The ER27 adjustment record can be submitted with both positive and negative adjustments to different fields on the same record (much like the RP25 adjustment record). Keep in mind the record is also a net adjustment record of what was originally reported and what should have been reported to TRS.

- **ER27:** When submitting an ER27 record to delete a previously submitted record, the system will ask for a zero day reason code (ZDRC). If you need to delete the entire record because the retiree did not work or receive pay in the report period, choose the ZDRC 'D-Delete'. If you need to reverse all of the days and hours originally reported in the month, input a negative amount for the original days and hours reported. Then input the ZDRC that fits the reason the retiree did not work.

- **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 retirees Employment end date to the termination date. Input the last posted ER record as the adjusted report period.

  2. ER20 for the current month must have that same ending date of employment/termination date. If the termination date is in the prior month, make sure to include the appropriate Zero Days Reason 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 on the record are correct. This must be the total hours and days the retiree worked, including paid leave, between the first and last day of the calendar month being reported. Remove the surcharges from the record if the retiree did not work during 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 on the record are correct. This must be the total hours and days the retiree worked, including paid leave, between the first and last day of the calendar month being reported. Remove the surcharges from the record if the retiree did not work during 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 on the record are correct. This must be the total hours and days the retiree worked, including paid leave, between the first and last day of the calendar month being reported. Remove the surcharges reported if the days or hours reported do not exceed the Employment After Retirement Limits for that report month. If the hours and days are not correct, please update the record with the correct hours and days 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)

Remedy: Verify the actual days and actual hours worked on the record are correct. This must be the total hours and days the retiree worked, including paid leave, between the first and last day of the calendar month being reported. Remove the surcharges reported if the days or hours reported do not exceed the Employment After Retirement Limits for that report month. If the hours and days are not correct, please update the record with the correct hours and days 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 on the record are correct. This must be the total hours and days the retiree worked, including paid leave, between the first and last day of the

calendar month being reported. Enter the surcharges due if the days or hours exceed the Employment After Retirement Limits for that report month. If the hours and days are not correct, please update the record with the correct hours and days 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 on the record are correct. This must be the total hours and days the retiree worked, including paid leave, between the first and last day of the calendar month being reported. Enter the surcharges due if the days or 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 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: 612,613)

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 ER27 to end the previous position. Allow the ER27 to post, then update the ER20 to have the beginning date for the current month. If the retiree's position information has not changed, please correct the information on the ER20 record to match what was previously reported.

More than one Employment Type (Defect)

Error Message: *Cannot report more than one Employment Type Code unless one is for Surge Personnel Exception or Non-Profit Tutor Employment* (Error Message: 816)

Remedy: Using the View Employee Information screen, compare the position information that is currently on file for the retiree with the ER20 record. Verify if there has been any other position reported that overlaps with the dates being reported on the current ER20. If there is an overlap due to a position/employment change, submit an ER27 to end the prior position. Allow the ER27 to post, then update the ER20 to have the beginning date for the current month. If there is no overlap in the information, please reach out to your coach for further review and assistance. ***Surge Personnel Exception ended on Dec. 31, 2024. Surge Personnel is only applicable to employment corrections prior to this date.***

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, 669)

Remedy: Employment dates reported TRS Retirees must fall within the TRS Fiscal year (Sept. 1 – Aug. 31). Review the employment dates on the ER record and make corrections so that the dates fall between Sept. 1 and Aug. 31 of the current fiscal year. 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 the dates on the August ER record as 08/01 – 08/31. For the September ER report, you may enter the remainder of the contract (09/01/2021 – end of school).

ER25

If a TRS retiree was not reported in a month that they worked and/or received pay, you will need to submit an ER25. Please note that when adding an ER record that was not previously reported on the ER Report, the ER25 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: 612,613)

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 ER27 to end the previous position. Allow the ER27 to post, then update the ER25 to have the beginning date for the current month. If the retiree's position information has not changed, please correct the information on the ER25 record to match what was previously reported.

ER27

The ER27 adjustment record can edit or delete a previously reported ER Record. The 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 ER record that is currently on file. Correct the original information on the ER27 record to match what was previously reported for the retiree in the Adjusted Report Month.

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 ER record that is currently on file. Correct the original information on the ER27 record to match what was previously reported for the retiree in the Adjusted Report Month.

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 ER record that is currently on file. Correct the original information on the ER27 record to match what was previously reported for the retiree in the Adjusted Report Month.

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. (Error Message: 071)

Remedy: Using the <u>View Employee Information</u> screen, review the ER record that is currently on file. Correct the original information on the ER27 record to match what was previously reported for the retiree in the Adjusted Report Month.

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)

Remedy: Using the <u>View Employee Information</u> screen, review the ER record that is currently on file. Correct the original information on the ER27 record to match what was previously reported for the retiree in the Adjusted Report Month.

Report Level Error

Prior report month not complete
<u>Error message</u>: *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 "Complete" status, review any errors that 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's report and it should allow the current month to move forward with completion.

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

Remedy: Please review the RE Ledger, 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 completion and additional interest accruing. In addition, failure to remit payment for outstanding balances will result in the reports remaining at a Rejected status until a TEXNET deposit 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.

Certifications

Refund Certification

<u>Error Message:</u> *Days cannot be reported after termination*
<u>Remedy:</u> Use the <u>View Employee Information</u> screen to see the days and hours reported by your RE. If you see days and hours reported after the termination date, please submit an RP25 record to remove any days and hours reported in error. The Zero Day reason code should be F-Final Pay in the final report month if the employee did not work or use paid leave in that month.

Error Message: *Transactions exist after final report month*

Remedy: Use the View Employee Information screen to confirm the days/hours reported. If you see any payroll transaction reported after the termination date with time worked and the employee only received accrued pay, please enter an RP25 to remove any days and hours reported in error. The Zero Day reason code should be F-Final Pay.

Error Message: *No Open Substitute positions exist*

Remedy: When submitting a Refund Certification as 'Not Terminated – Substitute Only' and the contract has ended in a prior month, error message stating "*No Open Substitute positions exist*" will be generated on the certification. If the employee is not actively substituting within the current month you complete the Refund Certification, select 'Terminated' using the final day they substituted as their termination date. Be sure to provide the correct final report month if the substitute previously held a TRS membership eligible position with your RE. Please note that doing this will TERMINATE this person's employment with your RE in the TRS system. As a result, your RE will have to submit BOTH an ED20 (using a new Employment start date) AND an ED40 for this individual if they continue to work for your entity in the next school year. Alternatively, if the substitute is expected to continue to work for your RE, you can choose to submit an ED40 record that covers the calendar month in which you are completing the Refund Certification. Reference the RE Portal Certification Guide for additional information.

Other Features in the Portal

Fund Transfers: Reporting employers are able to make transfers between certain contributions as outlined on the Limits on Transfers and Refunds webpage. If a transfer is not permitted according to this webpage, but the RE would like to see if an exception can be made, please contact your reporting coach.

Semester Dates Submission:

- **Multiple Calendars for School Year:** When submitting semester dates under the 'Maintain Semester Dates' option, if your RE 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 Aug, 18-Dec. 21. On other campuses, the first semester is based on two nine-week periods and the semester dates are Aug. 28-Jan. 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 RE 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 them with a maintenance cycle. Below is a list of the current defects and their description and workaround (if available).

Defect/Workaround	Description and Workaround	Targeted Fix
ED90 (Workaround)	If an employee is receiving final compensation more than two months after their contract has ended, please reach out to your RE coach for assistance in getting the ED90 processed. To avoid error 462 on the RP report, your RE coach will provide the date that needs to be entered as the termination date on the ED90.	N/A
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 member contribution."*	Some REs are experiencing error 485 that New Member is not due in the month that the 90th 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
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 was posted to the employee's account.	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 be calculated correctly.	TBD
Charter School Only – Submitting RP25 to adjust EC Contribution	Some charter schools are experiencing an error when entering adjustments for Statutory Minimum Contributions and EC Contributions. The system is trying to calculate the contribution based on the State Minimum Compensation.	TBD
Refund Certification	REs 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	Some users are receiving the error message "RE Portal log in issues when password is expired." When RE user with an expired password enters log in details, the system should prompt to reset the password.	TBD

	Instead, it is sending the user to the verification page. No email with verification code is sent out causing confusion with the Portal users. Workaround: Please check with IT to see if verification email was blocked/check spam folders., If the verification code was not received, a password reset is needed. Reach out to the Web Administrator to have them reset your password. If a Web Administrator is having this issue, please email reporting@trs.texas.gov	
Service Credit Purchase Defect	Some RE's receive errors when trying to report the Service Credit Purchase deduction on their RP20 or RP25 records. If you receive this error, please verify that the deduction amount matches the agreement amount on the "View Purchase Payments" page in the portal. Once you have verified the amount is correct, please reach out to your coach for further assistance.	TBD
Sick Leave Certification	If this certification is generated on your worklist, please disregard the worklist item. TRS currently is not accepting this certification through the portal.	TBD

References

View Employee Information User Guide

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