

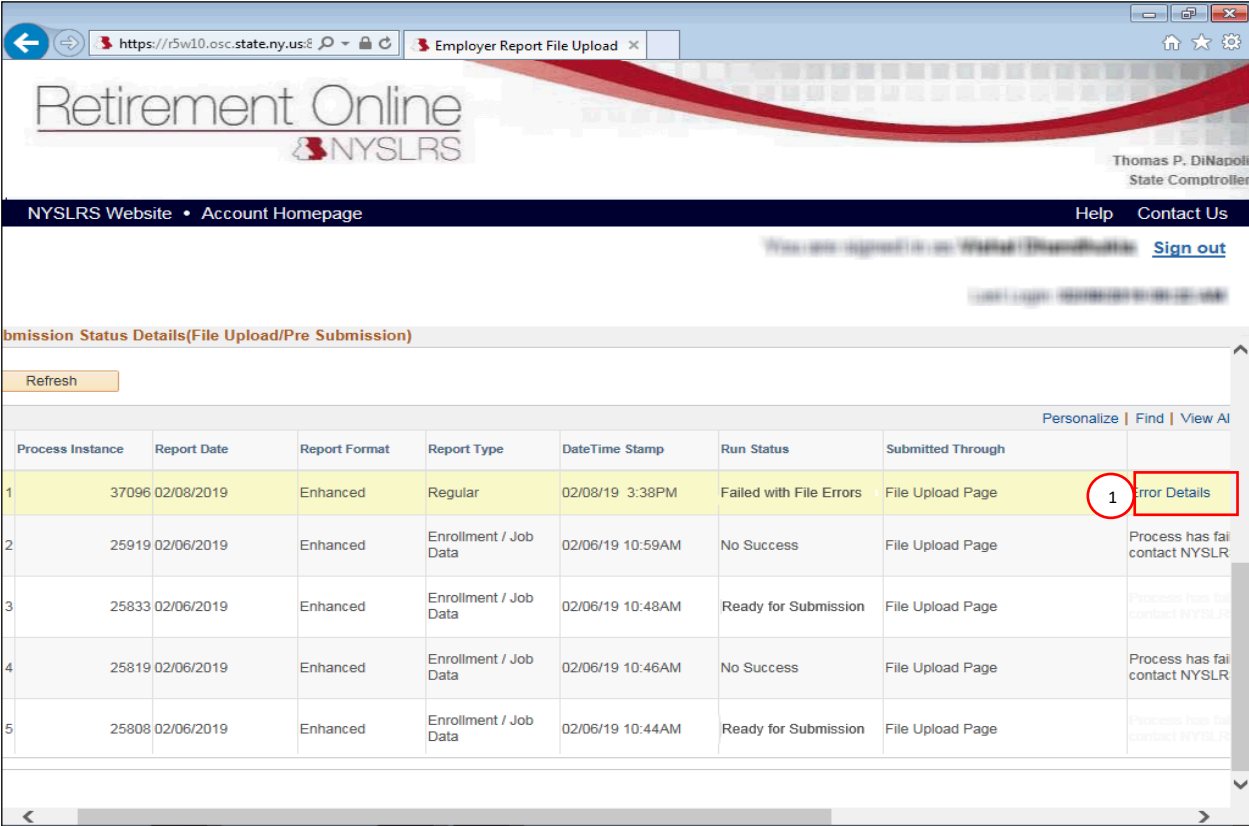
Thomas P. DiNapoli, State Comptroller

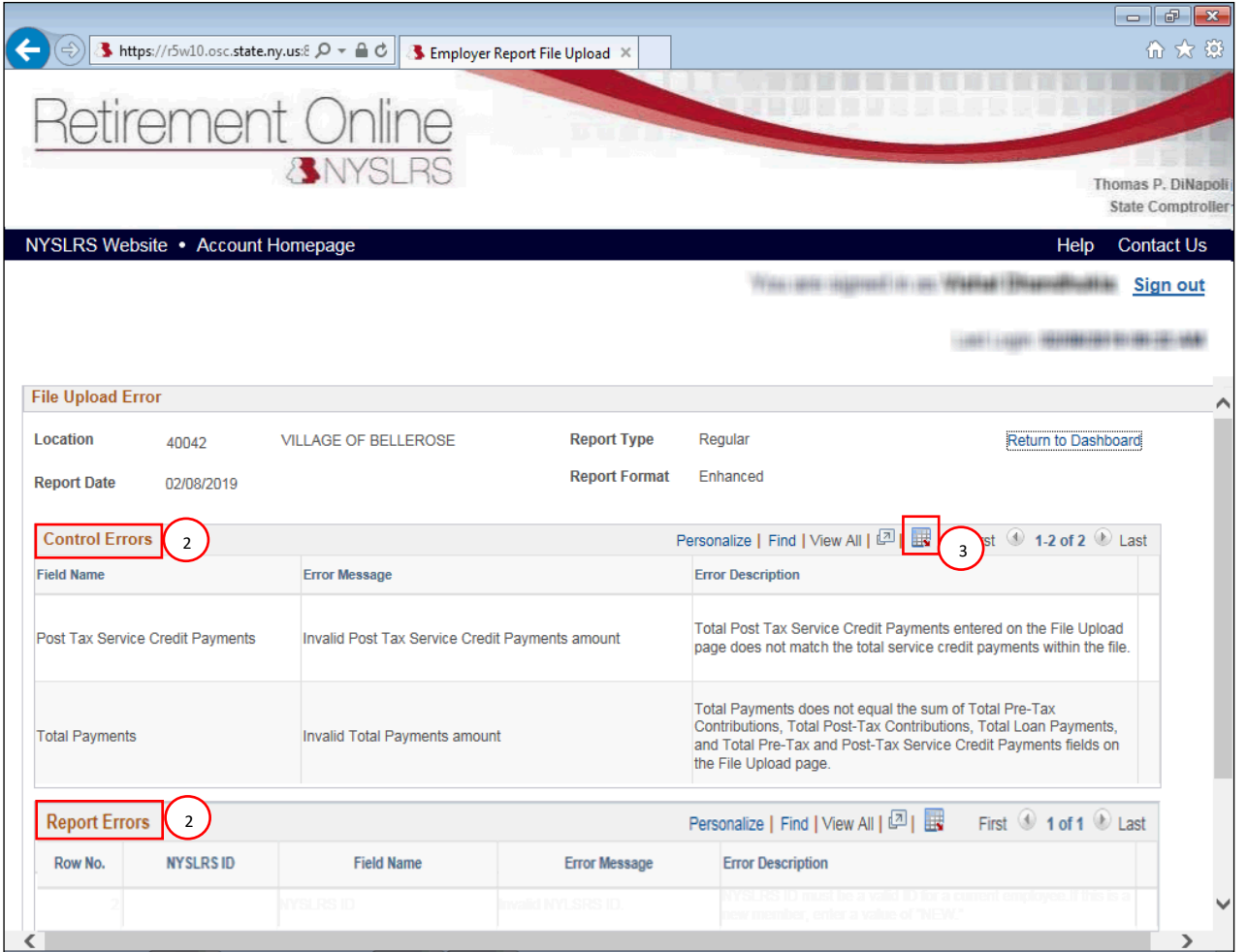




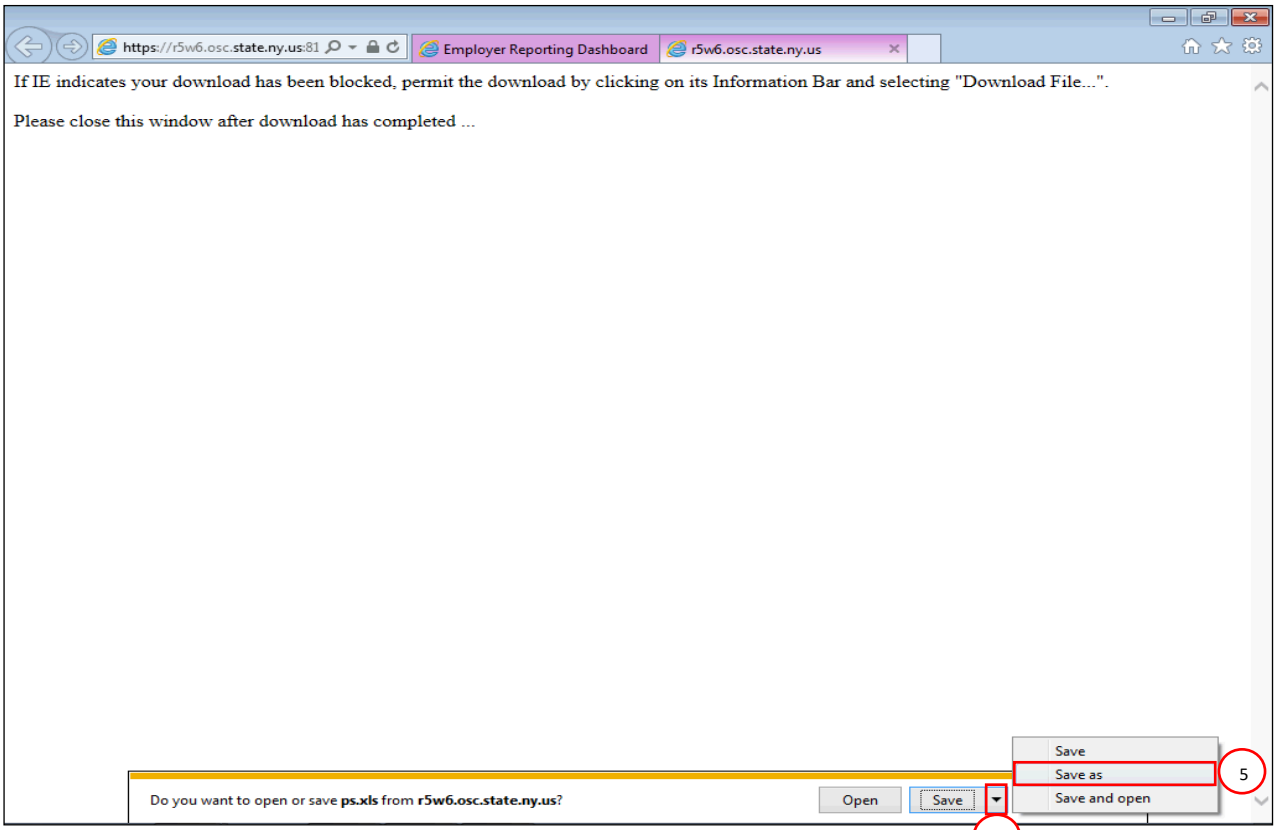

Correct Control Errors


This job aid shows you (as an Employer Reporting Uploader) how to correct any control errors you may have encountered while uploading an enhanced report file in *Retirement Online*.

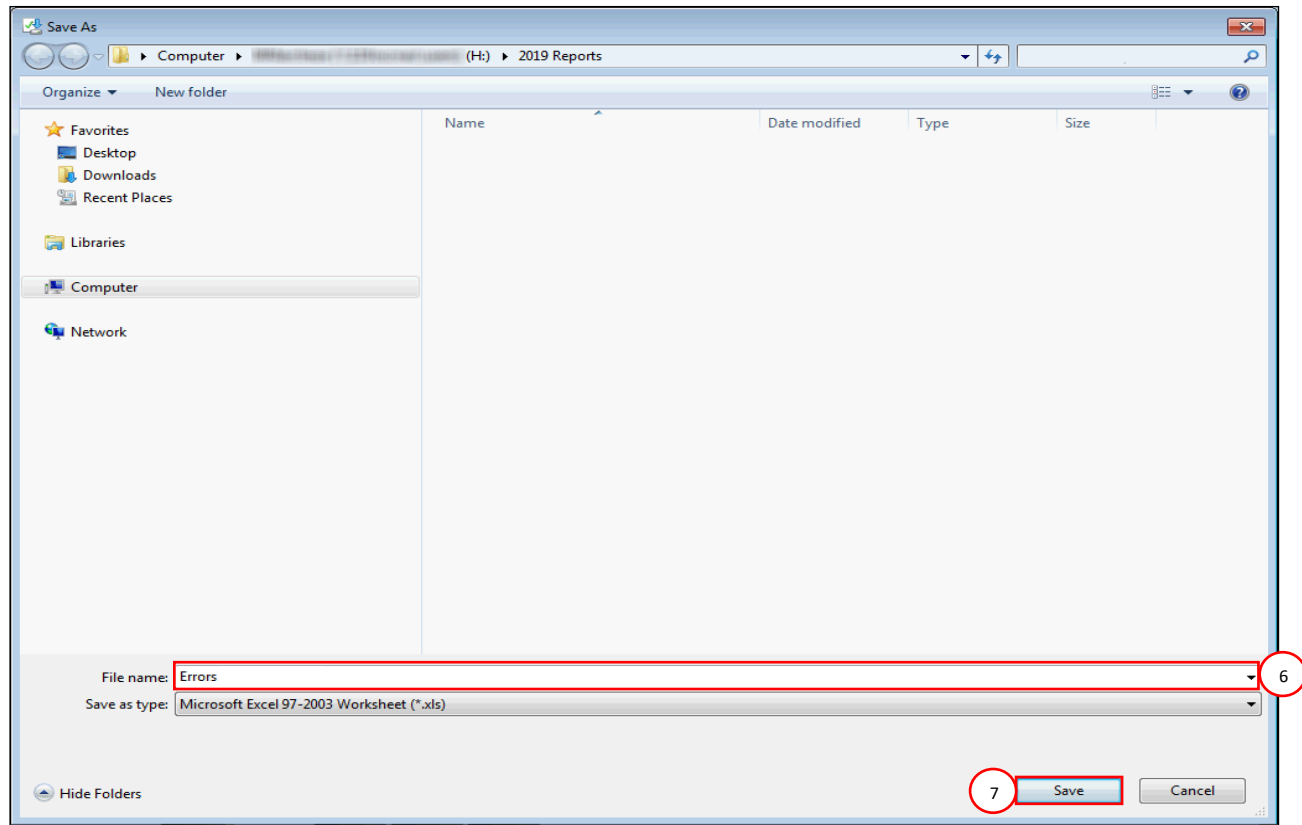
Control errors indicate a mismatch between the data in the .txt report file you uploaded and the information you entered on the *File Upload* page.

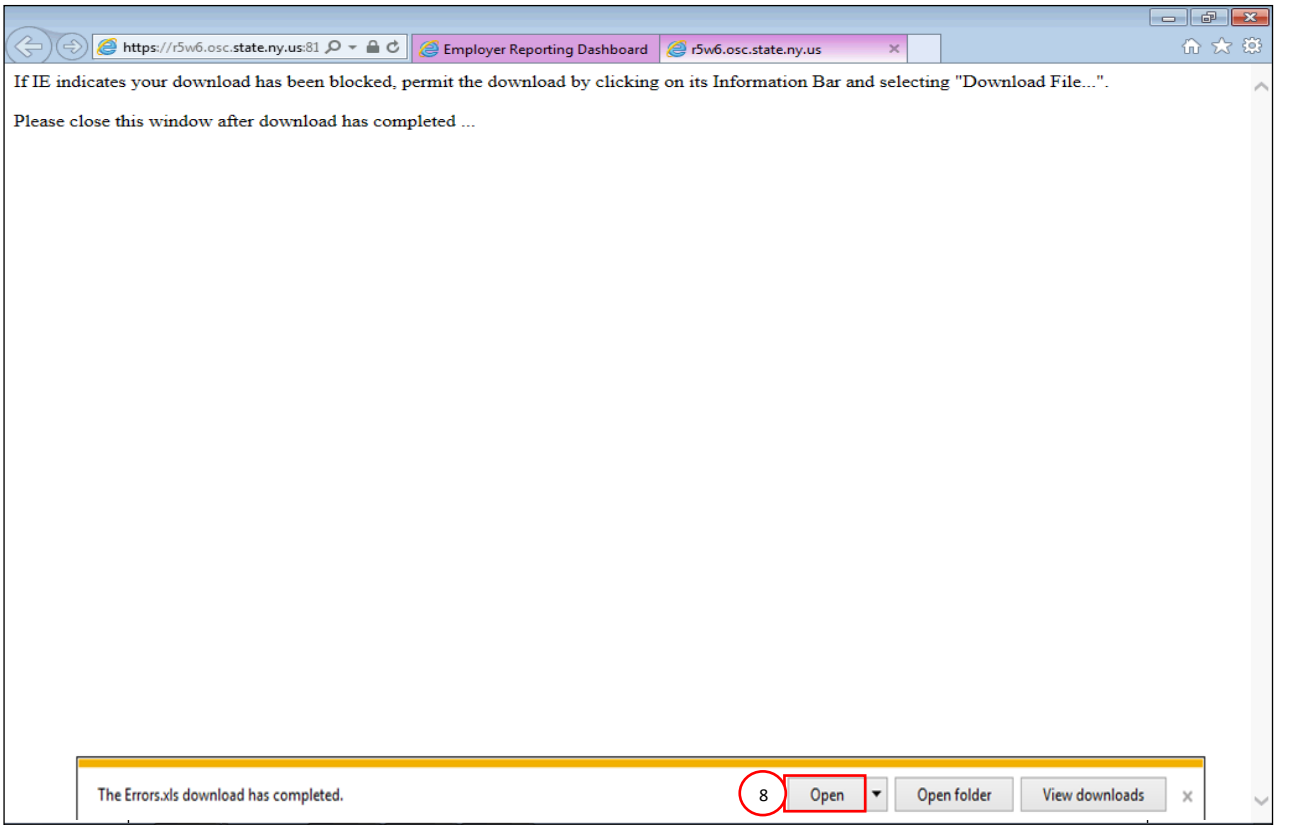
Step	Action																																											
<p>1.</p>	<p>After uploading a file, the Run Status column in the 'Submission Status Details (File Upload/Pre Submission)' section of the <i>Employer Reporting Dashboard</i> page may show 'Failed with File Errors.'</p> <p>Click the Error Details link.</p> <p>Error Details</p> <p>Note: You must review and correct errors before you can submit and post your report.</p>	 <p>The screenshot shows the Retirement Online website interface. At the top, there is a navigation bar with 'Retirement Online' and 'NYSRLRS' logos, and the name 'Thomas P. DiNapoli, State Comptroller'. Below this is a dark blue bar with 'NYSRLRS Website • Account Homepage' and links for 'Help' and 'Contact Us'. A 'Sign out' link is also visible. The main content area is titled 'Submission Status Details (File Upload/Pre Submission)' and includes a 'Refresh' button. A table with columns for 'Process Instance', 'Report Date', 'Report Format', 'Report Type', 'DateTime Stamp', 'Run Status', and 'Submitted Through' is displayed. The first row (Process Instance 1) is highlighted in yellow and has a red box around the 'Error Details' link in the 'Submitted Through' column. Other rows show various statuses like 'No Success' and 'Ready for Submission'.</p> <table border="1"> <thead> <tr> <th>Process Instance</th> <th>Report Date</th> <th>Report Format</th> <th>Report Type</th> <th>DateTime Stamp</th> <th>Run Status</th> <th>Submitted Through</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>37096 02/08/2019</td> <td>Enhanced</td> <td>Regular</td> <td>02/08/19 3:38PM</td> <td>Failed with File Errors</td> <td>File Upload Page</td> </tr> <tr> <td>2</td> <td>25919 02/06/2019</td> <td>Enhanced</td> <td>Enrollment / Job Data</td> <td>02/06/19 10:59AM</td> <td>No Success</td> <td>File Upload Page</td> </tr> <tr> <td>3</td> <td>25833 02/06/2019</td> <td>Enhanced</td> <td>Enrollment / Job Data</td> <td>02/06/19 10:48AM</td> <td>Ready for Submission</td> <td>File Upload Page</td> </tr> <tr> <td>4</td> <td>25819 02/06/2019</td> <td>Enhanced</td> <td>Enrollment / Job Data</td> <td>02/06/19 10:46AM</td> <td>No Success</td> <td>File Upload Page</td> </tr> <tr> <td>5</td> <td>25808 02/06/2019</td> <td>Enhanced</td> <td>Enrollment / Job Data</td> <td>02/06/19 10:44AM</td> <td>Ready for Submission</td> <td>File Upload Page</td> </tr> </tbody> </table>	Process Instance	Report Date	Report Format	Report Type	DateTime Stamp	Run Status	Submitted Through	1	37096 02/08/2019	Enhanced	Regular	02/08/19 3:38PM	Failed with File Errors	File Upload Page	2	25919 02/06/2019	Enhanced	Enrollment / Job Data	02/06/19 10:59AM	No Success	File Upload Page	3	25833 02/06/2019	Enhanced	Enrollment / Job Data	02/06/19 10:48AM	Ready for Submission	File Upload Page	4	25819 02/06/2019	Enhanced	Enrollment / Job Data	02/06/19 10:46AM	No Success	File Upload Page	5	25808 02/06/2019	Enhanced	Enrollment / Job Data	02/06/19 10:44AM	Ready for Submission	File Upload Page
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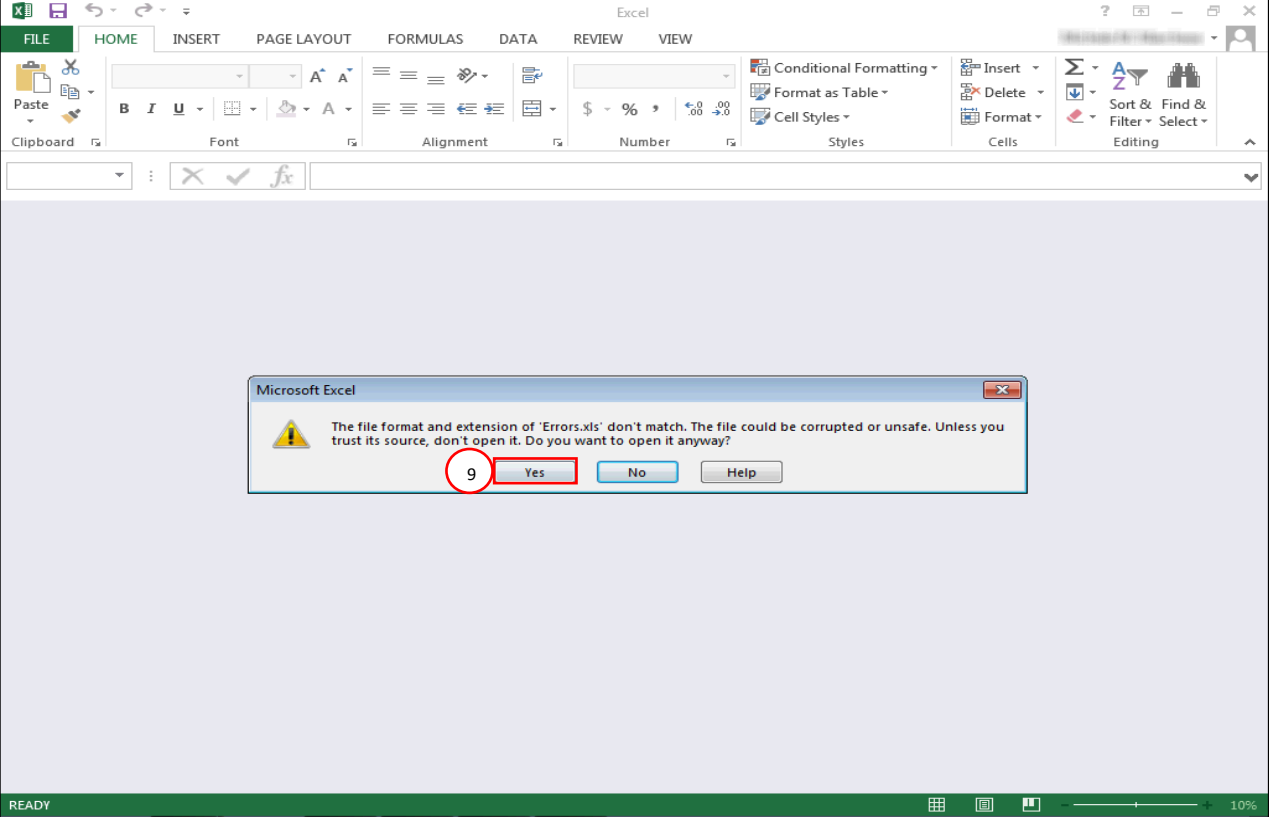
Step	Action										
<p>2.</p>	<p>The <i>File Upload Error Details</i> page will appear and may display two types of errors: Control Errors and Report Errors. If Report Errors are displayed, you must correct them first. To correct Report Errors, read the “<i>Correct Report Errors</i>” job aid assistance. After you’ve corrected report errors, <i>Retirement Online</i> will display any control errors.</p> <p>Note: In this example, there were mismatches between the .txt file and the entered data, so the employer must return to the .txt file, recalculate the total post-tax service credit payments and total payments and upload the file again.</p>	 <p>The screenshot shows the Retirement Online interface for an employer report file upload. The page title is "Retirement Online NYSLRS" and the user is logged in as "Thomas P. DiNapoli, State Comptroller". The page displays "File Upload Error" details for a report from "VILLAGE OF BELLEROSE" on "02/08/2019". The "Control Errors" section is highlighted with a red box and a circled "2". It contains two error entries:</p> <table border="1"> <thead> <tr> <th>Field Name</th> <th>Error Message</th> <th>Error Description</th> </tr> </thead> <tbody> <tr> <td>Post Tax Service Credit Payments</td> <td>Invalid Post Tax Service Credit Payments amount</td> <td>Total Post Tax Service Credit Payments entered on the File Upload page does not match the total service credit payments within the file.</td> </tr> <tr> <td>Total Payments</td> <td>Invalid Total Payments amount</td> <td>Total Payments does not equal the sum of Total Pre-Tax Contributions, Total Post-Tax Contributions, Total Loan Payments, and Total Pre-Tax and Post-Tax Service Credit Payments fields on the File Upload page.</td> </tr> </tbody> </table> <p>The "Report Errors" section is also visible below, with a red box and a circled "2" highlighting its header. The "Export" icon in the "Control Errors" table header is highlighted with a red box and a circled "3".</p>	Field Name	Error Message	Error Description	Post Tax Service Credit Payments	Invalid Post Tax Service Credit Payments amount	Total Post Tax Service Credit Payments entered on the File Upload page does not match the total service credit payments within the file.	Total Payments	Invalid Total Payments amount	Total Payments does not equal the sum of Total Pre-Tax Contributions, Total Post-Tax Contributions, Total Loan Payments, and Total Pre-Tax and Post-Tax Service Credit Payments fields on the File Upload page.
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<p>3.</p>	<p>Click the Export icon if you would like to download a list of errors for your records.</p>  <p>If you don't wish to download the list of errors, skip to step 12.</p>										

Step	Action	
4.	<p>The Notification toolbar will appear. Click the arrow next to the Save button.</p> 	 <p>The screenshot shows a web browser window with the URL <code>https://r5w6.osc.state.ny.us:81</code>. The page content includes a message: "If IE indicates your download has been blocked, permit the download by clicking on its Information Bar and selecting 'Download File...'. Please close this window after download has completed ...". At the bottom, a notification bar asks "Do you want to open or save ps.xls from r5w6.osc.state.ny.us?". The "Save" button in this bar is circled with a red "4", and its dropdown menu is open, showing "Save", "Save as", and "Save and open". The "Save as" option is circled with a red "5".</p>
5.	<p>A drop-down menu will appear. Choose the appropriate option.</p> 	

Step	Action
6.	<p>A 'Save As' window will appear. Use this window to choose a location where you would like to save the document. Use the File name field to name the document. By default, the Save as type is 'Excel Worksheet.'</p>
7.	<p>Click the Save button.</p> 



Step	Action
<p>8.</p>	<p>The Notification toolbar will appear. Click the Open button.</p>  <p>The screenshot shows a web browser window with the address bar displaying 'https://r5w6.osc.state.ny.us:81'. The page content includes a message: 'If IE indicates your download has been blocked, permit the download by clicking on its Information Bar and selecting "Download File...". Please close this window after download has completed ...'. At the bottom of the browser, a notification bar is visible with the text 'The Errors.xls download has completed.' and a toolbar containing buttons for 'Open', 'Open folder', and 'View downloads'. The number '8' is circled in red, and the 'Open' button is highlighted with a red box.</p>

Step	Action
9.	<p>Depending on your computer's software and settings, a Microsoft Excel pop-up may display a warning. Click the Yes button.</p> <p>Note: <i>Retirement Online</i> is a trusted and secure portal.</p>  <p>The screenshot shows the Microsoft Excel interface with a warning dialog box. The dialog box has a yellow warning icon and the following text: "The file format and extension of 'Errors.xls' don't match. The file could be corrupted or unsafe. Unless you trust its source, don't open it. Do you want to open it anyway?". There are three buttons: "Yes", "No", and "Help". The "Yes" button is circled in red.</p>

Step


10

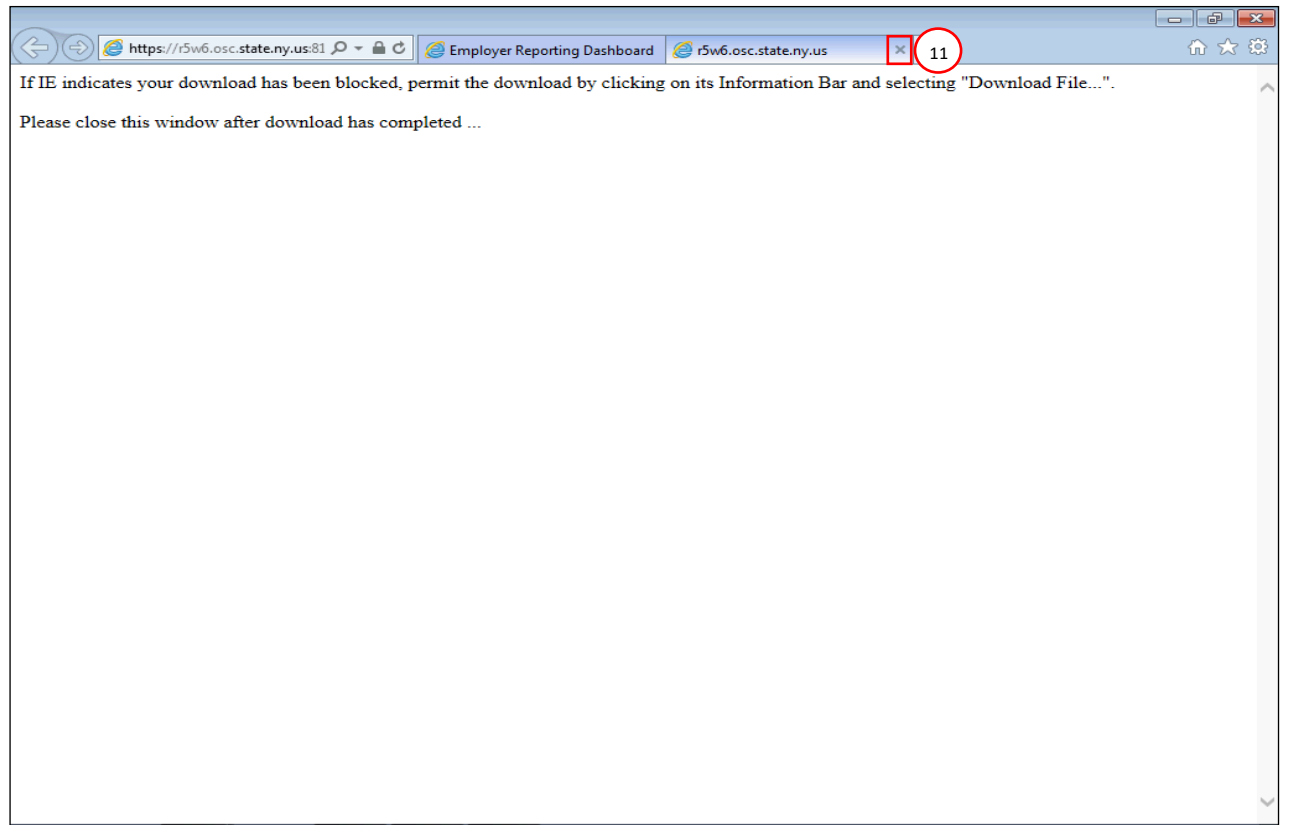
The Excel document will open. Here you can see the errors *Retirement Online* found.

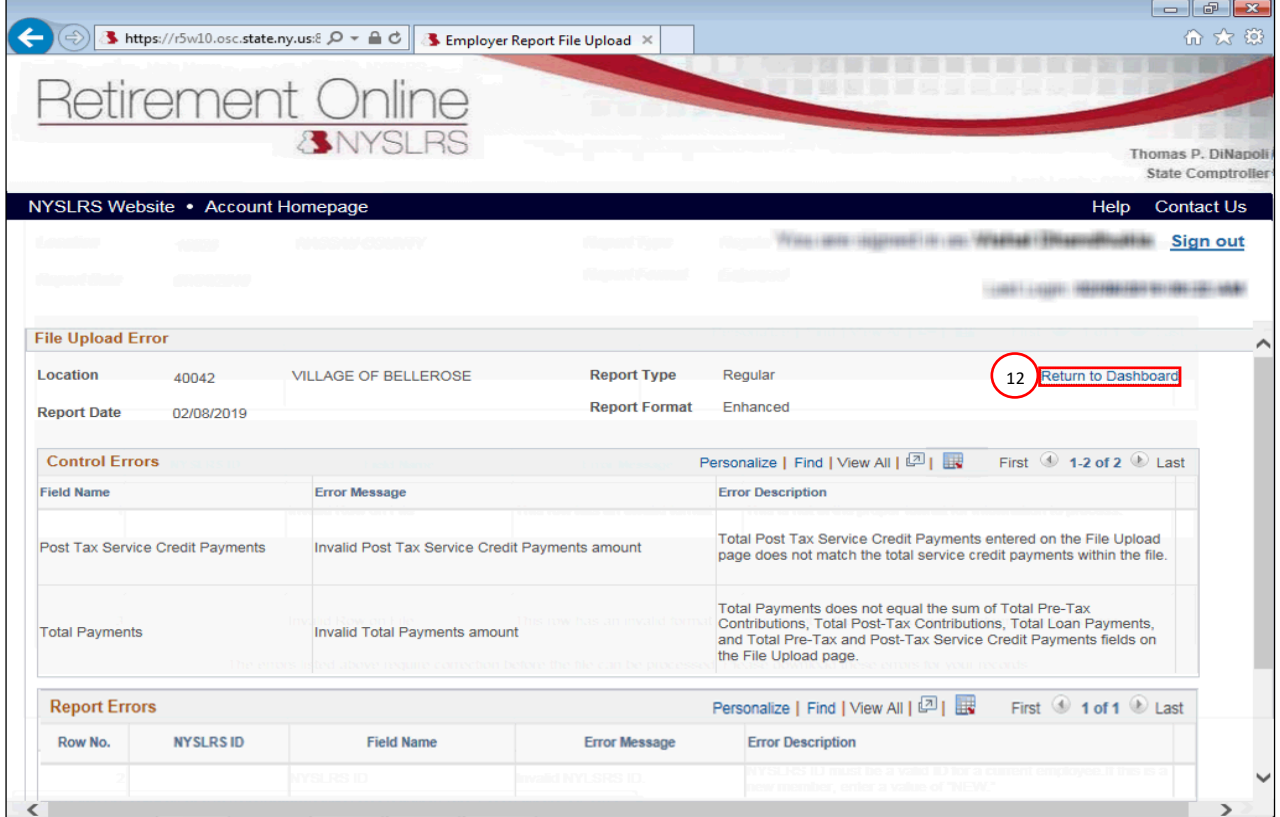
To close the document, click the **Close Document (X)** button.

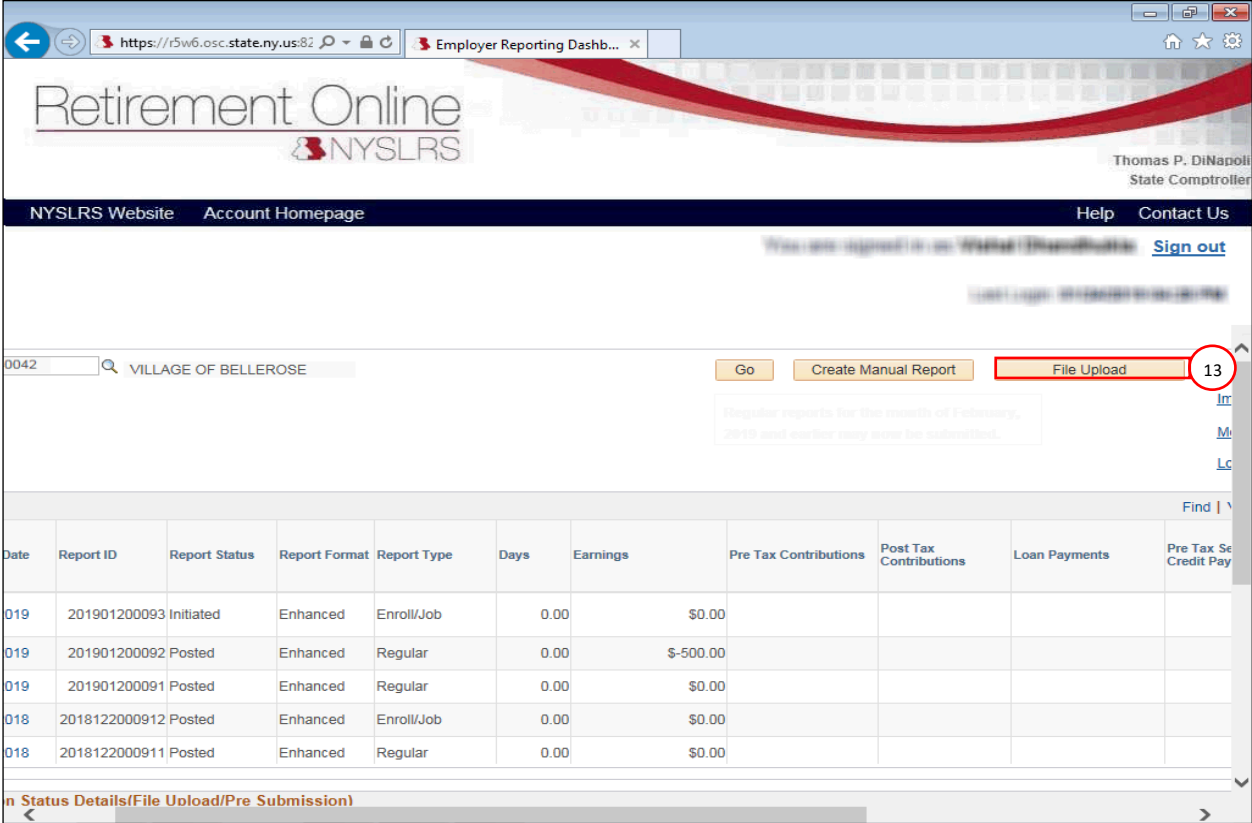


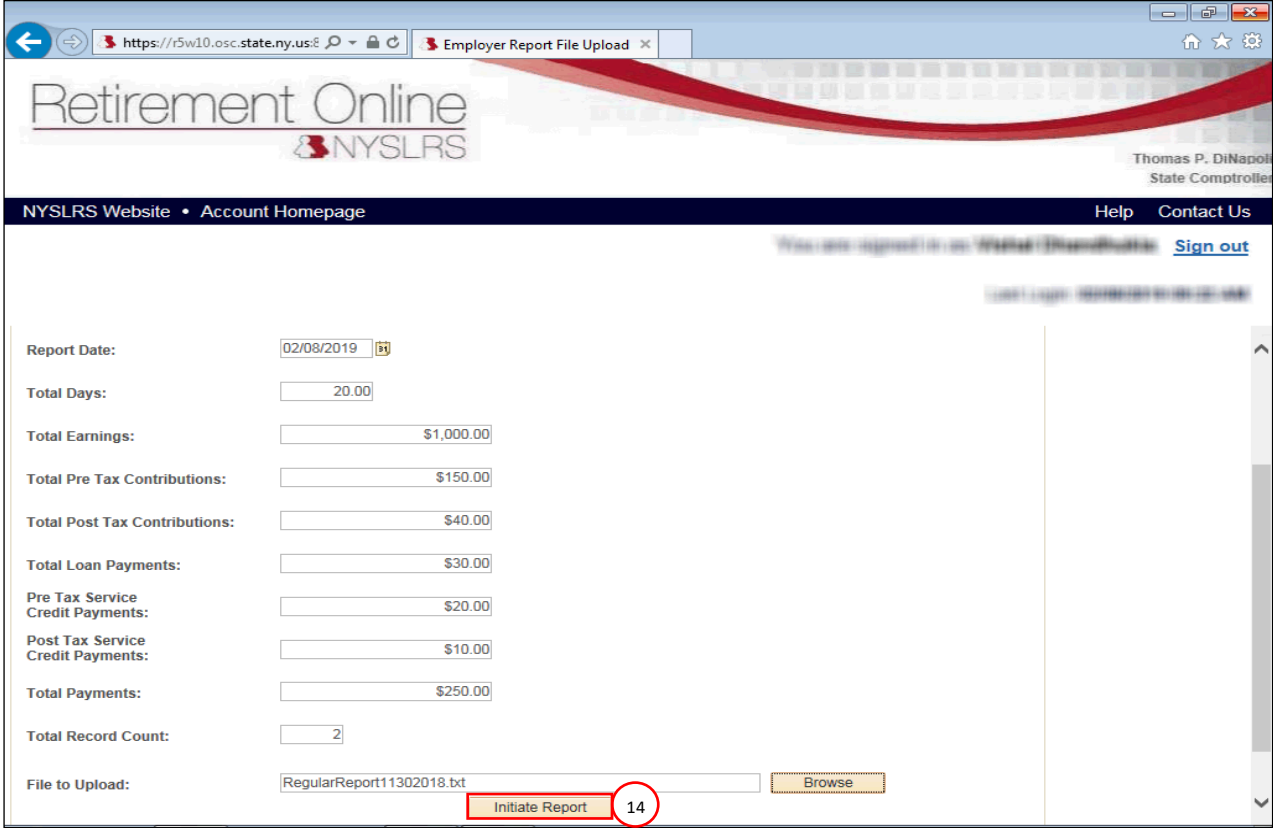
Field Name	Error Message	Error Description
Total Days	Invalid Total Days amount	Total Days entered on the File Upload page does not match the total days within the file.
Total Earnings	Invalid Total Earnings amount	Total Earnings entered on the File Upload page does not match the total earnings within the file.
Total Pre Tax Contributions	Invalid Total Pre Tax Contributions amount	Total Pre Tax Contributions entered on the File Upload page does not match the total contributions within the file.
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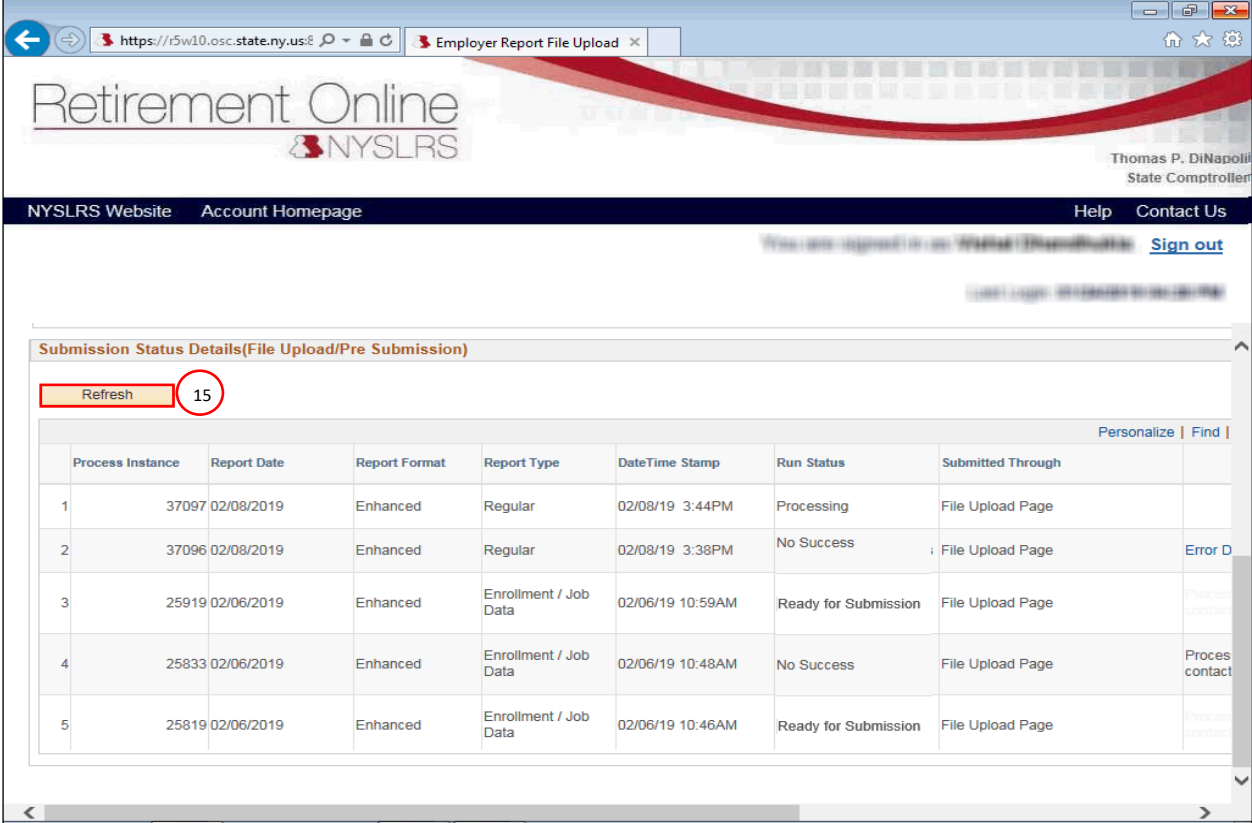
Step	Action
11	<p>In downloading the Excel document, a second browser window may also have opened. Click the Close Tab (X) button to close this second browser window and return to <i>Retirement Online</i>.</p> 

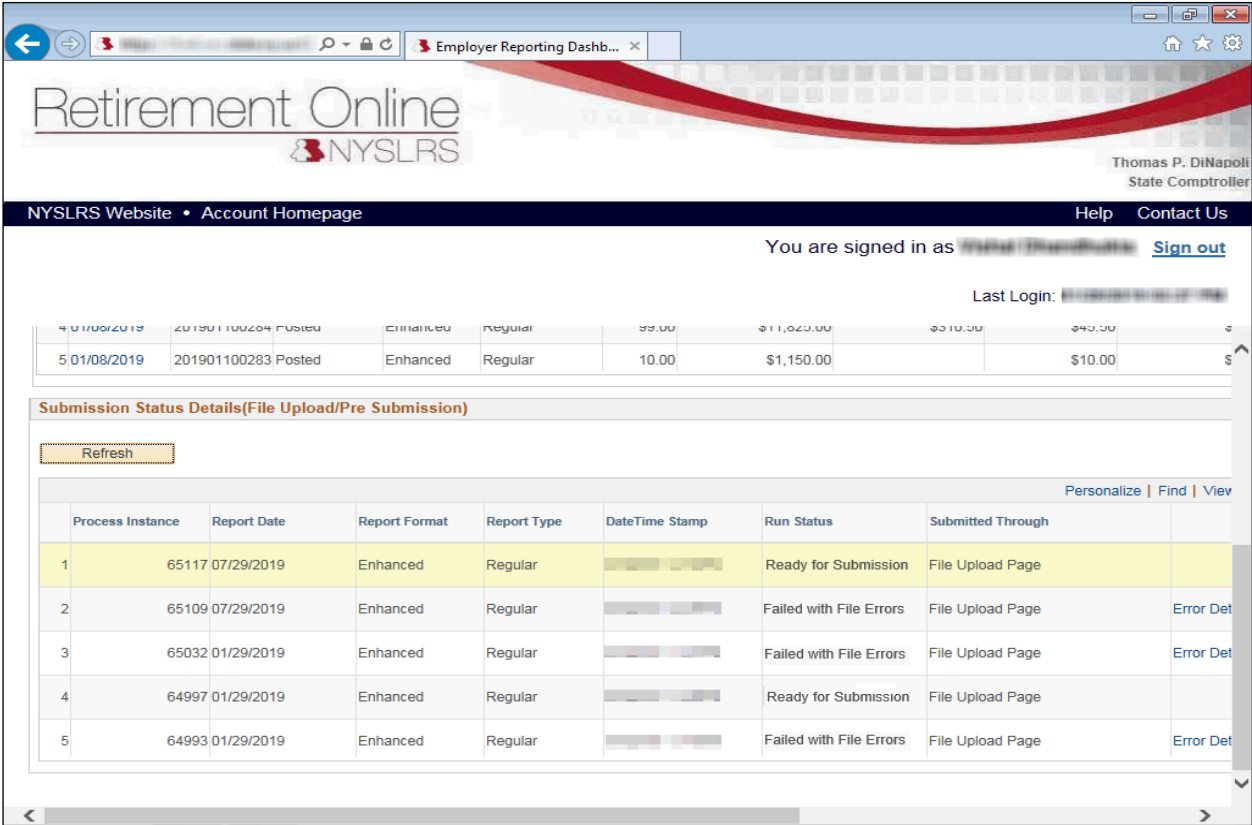


Step	Action																			
<p>12</p>	<p>The <i>File Upload Errors Details</i> page will appear.</p> <p>Click the Return to Dashboard link.</p> <p>Return to Dashboard</p>  <p>The screenshot shows the Retirement Online interface for an Employer Report File Upload. The page displays the following information:</p> <ul style="list-style-type: none"> File Upload Error Summary: <ul style="list-style-type: none"> Location: 40042 VILLAGE OF BELLEROSE Report Type: Regular Report Date: 02/08/2019 Report Format: Enhanced Control Errors Table: <table border="1"> <thead> <tr> <th>Field Name</th> <th>Error Message</th> <th>Error Description</th> </tr> </thead> <tbody> <tr> <td>Post Tax Service Credit Payments</td> <td>Invalid Post Tax Service Credit Payments amount</td> <td>Total Post Tax Service Credit Payments entered on the File Upload page does not match the total service credit payments within the file.</td> </tr> <tr> <td>Total Payments</td> <td>Invalid Total Payments amount</td> <td>Total Payments does not equal the sum of Total Pre-Tax Contributions, Total Post-Tax Contributions, Total Loan Payments, and Total Pre-Tax and Post-Tax Service Credit Payments fields on the File Upload page.</td> </tr> </tbody> </table> Report Errors Table: <table border="1"> <thead> <tr> <th>Row No.</th> <th>NYSLRS ID</th> <th>Field Name</th> <th>Error Message</th> <th>Error Description</th> </tr> </thead> <tbody> <tr> <td>2</td> <td></td> <td>NYSLRS ID</td> <td>Invalid NYSLRS ID</td> <td>NYSLRS ID must be a valid NY State employee. If you do a new search, enter a value of "NYCN"</td> </tr> </tbody> </table> <p>A red circle highlights the "Return to Dashboard" link in the top right corner of the error summary section.</p>	Field Name	Error Message	Error Description	Post Tax Service Credit Payments	Invalid Post Tax Service Credit Payments amount	Total Post Tax Service Credit Payments entered on the File Upload page does not match the total service credit payments within the file.	Total Payments	Invalid Total Payments amount	Total Payments does not equal the sum of Total Pre-Tax Contributions, Total Post-Tax Contributions, Total Loan Payments, and Total Pre-Tax and Post-Tax Service Credit Payments fields on the File Upload page.	Row No.	NYSLRS ID	Field Name	Error Message	Error Description	2		NYSLRS ID	Invalid NYSLRS ID	NYSLRS ID must be a valid NY State employee. If you do a new search, enter a value of "NYCN"
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<p>13</p>	<p>The <i>Employer Reporting Dashboard</i> page will appear.</p> <p>Whether the control errors were in the .txt file or on the <i>File Upload</i> page, you must upload the file again.</p> <p>Click the File Upload button to upload your .txt file.</p>  <table border="1"> <thead> <tr> <th>Date</th> <th>Report ID</th> <th>Report Status</th> <th>Report Format</th> <th>Report Type</th> <th>Days</th> <th>Earnings</th> <th>Pre Tax Contributions</th> <th>Post Tax Contributions</th> <th>Loan Payments</th> <th>Pre Tax Se Credit Pay</th> </tr> </thead> <tbody> <tr> <td>019</td> <td>201901200093</td> <td>Initiated</td> <td>Enhanced</td> <td>Enroll/Job</td> <td>0.00</td> <td>\$0.00</td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>019</td> <td>201901200092</td> <td>Posted</td> <td>Enhanced</td> <td>Regular</td> <td>0.00</td> <td>\$-500.00</td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>019</td> <td>201901200091</td> <td>Posted</td> <td>Enhanced</td> <td>Regular</td> <td>0.00</td> <td>\$0.00</td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>018</td> <td>2018122000912</td> <td>Posted</td> <td>Enhanced</td> <td>Enroll/Job</td> <td>0.00</td> <td>\$0.00</td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>018</td> <td>2018122000911</td> <td>Posted</td> <td>Enhanced</td> <td>Regular</td> <td>0.00</td> <td>\$0.00</td> <td></td> <td></td> <td></td> <td></td> </tr> </tbody> </table>	Date	Report ID	Report Status	Report Format	Report Type	Days	Earnings	Pre Tax Contributions	Post Tax Contributions	Loan Payments	Pre Tax Se Credit Pay	019	201901200093	Initiated	Enhanced	Enroll/Job	0.00	\$0.00					019	201901200092	Posted	Enhanced	Regular	0.00	\$-500.00					019	201901200091	Posted	Enhanced	Regular	0.00	\$0.00					018	2018122000912	Posted	Enhanced	Enroll/Job	0.00	\$0.00					018	2018122000911	Posted	Enhanced	Regular	0.00	\$0.00				
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<p>14</p>	<p>The <i>File Upload</i> page will appear. Enter the totals from your .txt file into all of the required fields.</p> <p>Click Browse to select the .txt file you wish to upload, and then click the Initiate Report button from your device.</p> <div data-bbox="268 521 499 561" style="border: 1px solid black; padding: 2px; display: inline-block; margin-bottom: 10px;">Initiate Report</div> 

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15	<p>The <i>Employer Reporting Dashboard</i> page will appear.</p> <p>Click the Refresh button to see the Run Status of the corrected report.</p> <div data-bbox="268 488 493 529" style="border: 1px solid black; padding: 2px; display: inline-block;">Refresh</div>	 <p>The screenshot shows the 'Retirement Online' website interface. At the top, there is a navigation bar with 'NYSLRS Website' and 'Account Homepage'. Below this, there is a section titled 'Submission Status Details(File Upload/Pre Submission)'. A 'Refresh' button is highlighted with a red box and the number 15. Below the button is a table with the following data:</p> <table border="1"> <thead> <tr> <th>Process Instance</th> <th>Report Date</th> <th>Report Format</th> <th>Report Type</th> <th>DateTime Stamp</th> <th>Run Status</th> <th>Submitted Through</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>37097 02/08/2019</td> <td>Enhanced</td> <td>Regular</td> <td>02/08/19 3:44PM</td> <td>Processing</td> <td>File Upload Page</td> </tr> <tr> <td>2</td> <td>37096 02/08/2019</td> <td>Enhanced</td> <td>Regular</td> <td>02/08/19 3:38PM</td> <td>No Success</td> <td>File Upload Page</td> </tr> <tr> <td>3</td> <td>25919 02/06/2019</td> <td>Enhanced</td> <td>Enrollment / Job Data</td> <td>02/06/19 10:59AM</td> <td>Ready for Submission</td> <td>File Upload Page</td> </tr> <tr> <td>4</td> <td>25833 02/06/2019</td> <td>Enhanced</td> <td>Enrollment / Job Data</td> <td>02/06/19 10:48AM</td> <td>No Success</td> <td>File Upload Page</td> </tr> <tr> <td>5</td> <td>25819 02/06/2019</td> <td>Enhanced</td> <td>Enrollment / Job Data</td> <td>02/06/19 10:46AM</td> <td>Ready for Submission</td> <td>File Upload Page</td> </tr> </tbody> </table>	Process Instance	Report Date	Report Format	Report Type	DateTime Stamp	Run Status	Submitted Through	1	37097 02/08/2019	Enhanced	Regular	02/08/19 3:44PM	Processing	File Upload Page	2	37096 02/08/2019	Enhanced	Regular	02/08/19 3:38PM	No Success	File Upload Page	3	25919 02/06/2019	Enhanced	Enrollment / Job Data	02/06/19 10:59AM	Ready for Submission	File Upload Page	4	25833 02/06/2019	Enhanced	Enrollment / Job Data	02/06/19 10:48AM	No Success	File Upload Page	5	25819 02/06/2019	Enhanced	Enrollment / Job Data	02/06/19 10:46AM	Ready for Submission	File Upload Page
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<p>16</p>	<p>If the Run Status changes to 'Ready for Submission' you have successfully corrected all control errors.</p> <p>If the Run status still says 'Failed with File Errors,' repeat steps 2 – 15 until the status says 'Ready for Submission.'</p> <p>You have successfully corrected Control Errors encountered while uploading an enhanced report to <i>Retirement Online</i>.</p>	 <p>The screenshot shows the Retirement Online Employer Reporting Dashboard. At the top, it says 'Retirement Online NYSLRS' and 'Thomas P. DiNapoli State Comptroller'. Below the navigation bar, it indicates 'You are signed in as [Name]'. A table shows submission details for 01/08/2019. Below that, a 'Submission Status Details' section includes a 'Refresh' button and a table with columns: Process Instance, Report Date, Report Format, Report Type, DateTime Stamp, Run Status, and Submitted Through. The table lists five instances, with instance 1 being 'Ready for Submission' and instances 2, 3, and 5 being 'Failed with File Errors'.</p> <table border="1" data-bbox="682 519 1879 576"> <thead> <tr> <th>Process Instance</th> <th>Report Date</th> <th>Report Format</th> <th>Report Type</th> <th>DateTime Stamp</th> <th>Run Status</th> <th>Submitted Through</th> </tr> </thead> <tbody> <tr> <td>4</td> <td>01/08/2019</td> <td>Enhanced</td> <td>Regular</td> <td>01/08/2019 10:00</td> <td>Ready for Submission</td> <td>File Upload Page</td> </tr> <tr> <td>5</td> <td>01/08/2019</td> <td>Enhanced</td> <td>Regular</td> <td>01/08/2019 10:00</td> <td>Failed with File Errors</td> <td>File Upload Page</td> </tr> </tbody> </table> <table border="1" data-bbox="682 673 1879 958"> <thead> <tr> <th>Process Instance</th> <th>Report Date</th> <th>Report Format</th> <th>Report Type</th> <th>DateTime Stamp</th> <th>Run Status</th> <th>Submitted Through</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>65117 07/29/2019</td> <td>Enhanced</td> <td>Regular</td> <td>07/29/2019 10:00</td> <td>Ready for Submission</td> <td>File Upload Page</td> </tr> <tr> <td>2</td> <td>65109 07/29/2019</td> <td>Enhanced</td> <td>Regular</td> <td>07/29/2019 10:00</td> <td>Failed with File Errors</td> <td>File Upload Page</td> </tr> <tr> <td>3</td> <td>65032 01/29/2019</td> <td>Enhanced</td> <td>Regular</td> <td>01/29/2019 10:00</td> <td>Failed with File Errors</td> <td>File Upload Page</td> </tr> <tr> <td>4</td> <td>64997 01/29/2019</td> <td>Enhanced</td> <td>Regular</td> <td>01/29/2019 10:00</td> <td>Ready for Submission</td> <td>File Upload Page</td> </tr> <tr> <td>5</td> <td>64993 01/29/2019</td> <td>Enhanced</td> <td>Regular</td> <td>01/29/2019 10:00</td> <td>Failed with File Errors</td> <td>File Upload Page</td> </tr> </tbody> </table>	Process Instance	Report Date	Report Format	Report Type	DateTime Stamp	Run Status	Submitted Through	4	01/08/2019	Enhanced	Regular	01/08/2019 10:00	Ready for Submission	File Upload Page	5	01/08/2019	Enhanced	Regular	01/08/2019 10:00	Failed with File Errors	File Upload Page	Process Instance	Report Date	Report Format	Report Type	DateTime Stamp	Run Status	Submitted Through	1	65117 07/29/2019	Enhanced	Regular	07/29/2019 10:00	Ready for Submission	File Upload Page	2	65109 07/29/2019	Enhanced	Regular	07/29/2019 10:00	Failed with File Errors	File Upload Page	3	65032 01/29/2019	Enhanced	Regular	01/29/2019 10:00	Failed with File Errors	File Upload Page	4	64997 01/29/2019	Enhanced	Regular	01/29/2019 10:00	Ready for Submission	File Upload Page	5	64993 01/29/2019	Enhanced	Regular	01/29/2019 10:00	Failed with File Errors	File Upload Page
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