PNC | PNC BeneFit Plus

Employer Guide

(For Flexible Spending Accounts, Dependent Care Reimbursement Accounts, Qualified Transportation Accounts, Health Reimbursement Arrangements, Lifestyle Spending Accounts)

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Welcome to PNC BeneFit Plus!

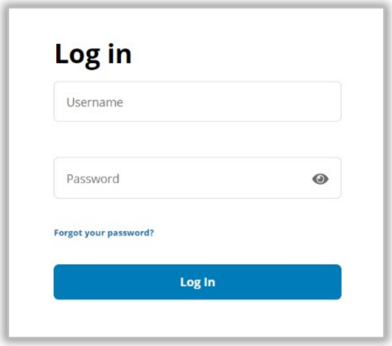
Thank you for selecting PNC as your account-based program administrator. At PNC, we've helped thousands of clients increase their administration efficiency and engage their employees by providing an excellent consumer-driven healthcare solution. We value your business and will work hard to deliver an exceptional experience for you and your employees.

How to Use This Employer Guide

The Employer Portal is a powerful; yet easy-to-use self-service solution that gives you the tools to manage the activity for your company's benefit spending accounts. This Guide provides you with instructions on how to perform common functions including:

- Import demographic/enrollment files
- Upload employer and/or payroll files for contributions
- Manage employment status and view applicable employee information
- View employer-specific summary reporting and enrollee status

If you have questions, please contact your PNC BeneFit Plus Employer Services Team at 844-356-9994, Monday through Friday, 8:00 a.m. - 8:00 p.m., Eastern Time or email us at pncbenefitplusemployer@healthaccountservices.com. We're here to help!



Getting Started

The first time you login, complete the following steps:

1. Visit our website at https://employer.pncbenefitplus.com
2. Enter your **Username and Password**

   Note: Your Username and temporary Password for initial login will be provided by your Implementation Manager. You will be required to establish a new password and select a security question during your initial login sequence.

3. Select **Login**.

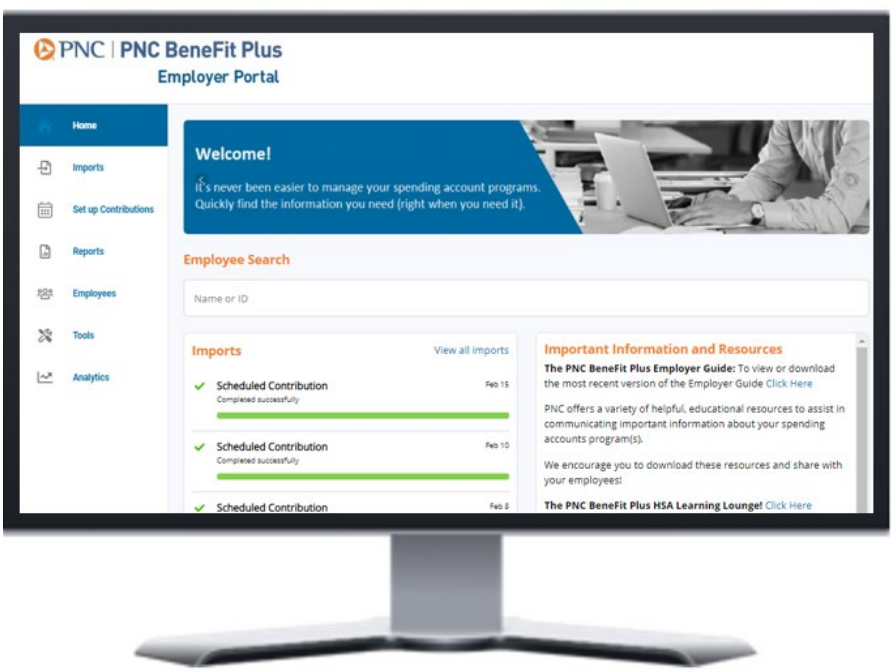
Once you have successfully logged in all functions used to manage your program are listed on the Home page.

- **Imports** – designed to upload and process demographic, enrollment and contribution files and monitor results
- **Set up Contributions** – Establish single or recurring employee payroll files
- **Reports** – provides a list of reports with a history of all reporting for each category
- **Employees** – provides you the capability to review your employees' account details
- **Tools** – provides a list of forms and educational materials
- **Analytics** – important insights into the success and viability of your PNC BeneFit Plus programs

Managing Your Password: Forgot Your Password/Changing Your Password

If you forgot your password, visit our website at https://employer.pncbenefitplus.com and select the "I forgot my password" link. Follow the prompts and a temporary password will be emailed to you. If you have trouble resetting your password or are locked out, please contact PNC BeneFit Plus Employer Services at 844-356-9994 for assistance.

After successfully logging in to the Employer Portal for the first time, you will be able to enroll your eligible employees. This section of the Employer Guide will walk you through your enrollment options.



Employee Account Setup

Establishing an Employee on the system and enrolling them in an FSA or HRA is a two-part process.

1. Add employee demographic information (including Name, Address, SSN, DOB, Phone Number, Email Address) before processing employee enrollment
2. Enroll employees in the plan(s) they selected

PNC BeneFit Plus Employer Guide

Enrollment Options: Adding New Employees

[Manual Entry (Option 1)](#) – This easy-to-use option allows you to manually enter enrollment information directly into the PNC BeneFit Plus Employer Portal.

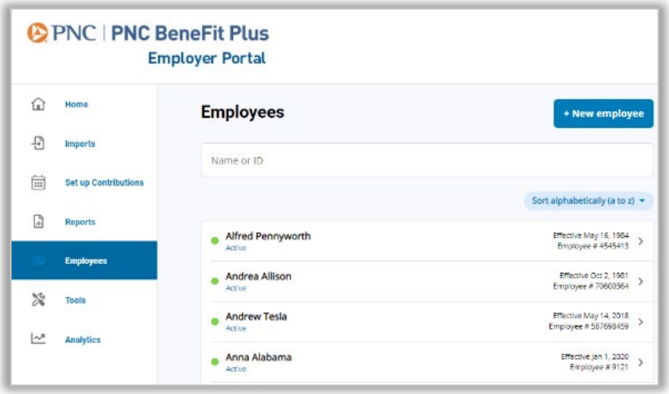
[File Import (Option 2)](#) - If choosing to Import Files (Excel or CSV), this section of the guide will provide the required file process to successfully enroll and/ create employee's accounts through the PNC BeneFit Plus Employer Portal. As stated above this is a multi-step process.

Please Note: Regardless of option, once employee enrollment has successfully processed, a welcome email will be generated and sent within (1) business day. If an email address was not provided, the welcome communication will be mailed to the employee. Debit cards will be processed and placed in the mail within 7 to 10 business days.

Enrollment: Manual Entry (Option 1)

To enroll employees into their account(s), you will manually enter the employee's demographic information and then add an enrollment. Follow the steps below:

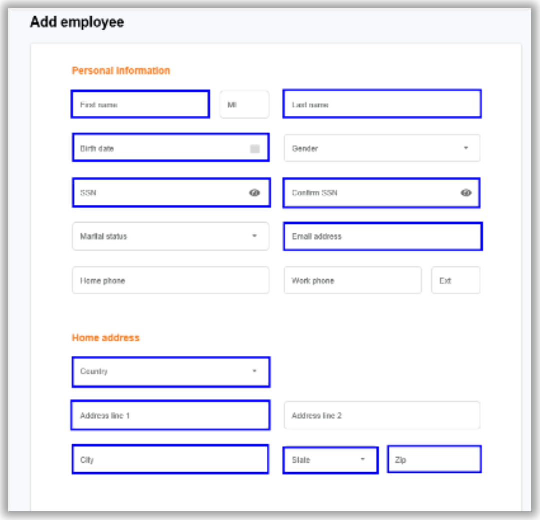
Step 1: Add employee demographic information. Click on the **Employees** Icon on the left side of the screen, then click **New Employee**.



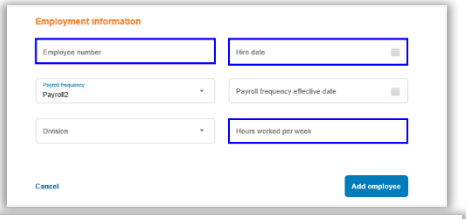
Step 2: Fill in the required employee demographic information.

The following are required fields:

- First/Last Name
- DOB
- SSN
- Email Address
- Address
- Employment Information

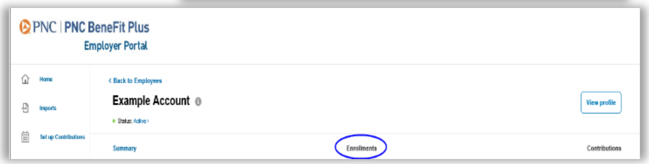


- Employee Number – can be a payroll number or other number you use to identify your employee
- Hire Date – Original Date of Hire
- Hours worked per week



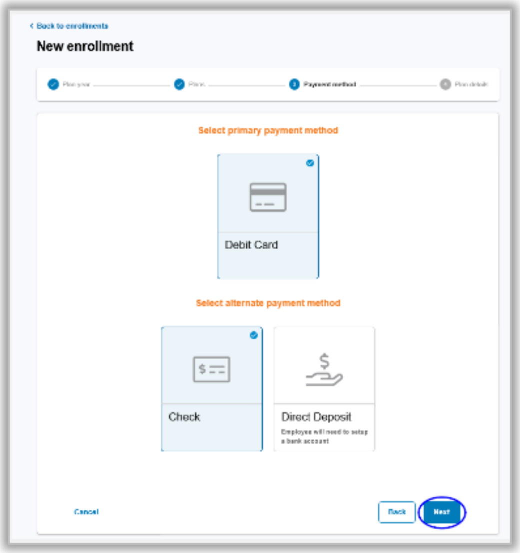
Click **Add Employee**

Step 3: Once the employee demographic information has been successfully added you will be brought to the Enrollment screen.



Select the plan(s) to enroll by clicking on the appropriate plans

Click Enrollments, then click **New Enrollment.**



Step 4: Add the plan details.

A. Select the appropriate plan year to enroll the employee. (ex. XX/XX/XXXX – XX/XX/XXXX). Click next.

B. Select the Plan type your employee has opted to enroll in, click next.

C. Select the Primary Payment method:
   a. Select Debit Card
   b. Alternate Payment will default to check, click next.

D. Finally, add the plan details Input the Effective date
   a. Employee elections– enter the total annual election the employee wants to contribute to the plan.

E. Click Submit

Important Note: Once enrollment has successfully processed, a welcome email will be generated and sent to the email address on file. Should an email address not be provided, the employee will be mailed a welcome communication. Debit cards will be mailed to your employees within 7 to 10 business days from the date the enrollment was added.

Enrollment: File Import (Option 2)

To enroll employees via the File Import method, you will first need to submit the demographic information via the Demographic File. Any errors reported on the Exception Report will need to be resolved before submitting an enrollment file. Once the demographic information is submitted and complete, employees will need to be enrolled in their plan. To enter the enrollment(s) an Enrollment File will need to be submitted and any errors resolved.

Step 1 - Demographic File

Note: The Demographic file should be completed for all employees that are eligible to enroll in your company's Benefits Program.

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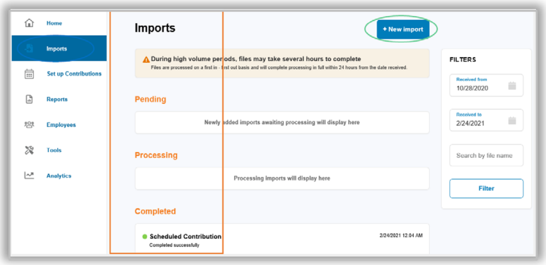
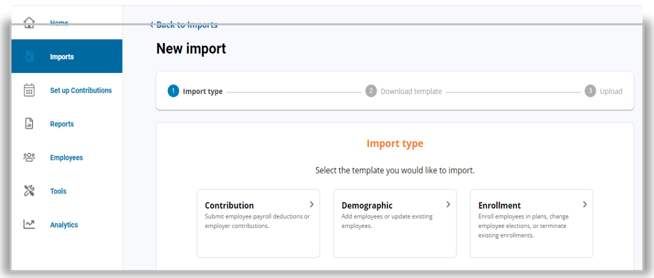
Step 2 – Enrollment File

Note: Complete the Enrollment file for employees enrolling in your company's PNC BeneFit Plus Plan(s).

You can download the file templates directly from the Employer Portal by selecting **Imports** on the left side of the screen and then selecting New Import, the file options will be presented for selection and download.





Uploading Files

To enroll employees into your plan, you will complete two files – Demographic and Enrollment.

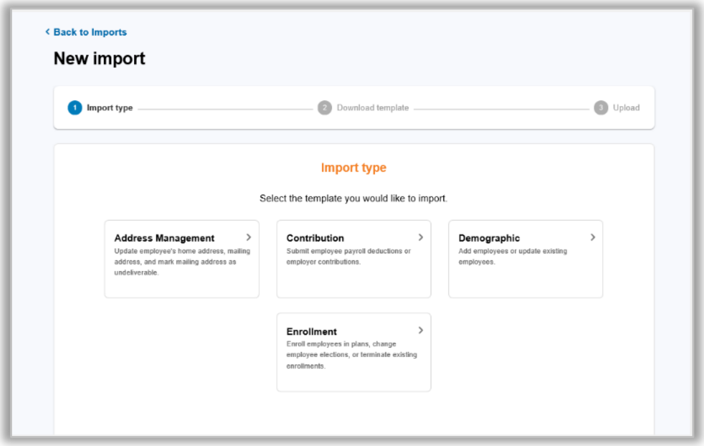
Important Note: The demographic file needs to be submitted and successfully processed before the enrollment file is submitted. Please ensure any demographic file errors are corrected prior to submitting an enrollment file.

To process the files, upload the completed files through the Employer Portal. Follow the steps outlined below:

Important Note: It is your responsibility as the file originator to ensure that all errors and exceptions are reviewed and corrected. PNC BeneFit Plus does not monitor individual file imports.

Step 1: Click **Imports** on the left side of the screen and then select **New import**

Step 2: Select the type of file you want to import



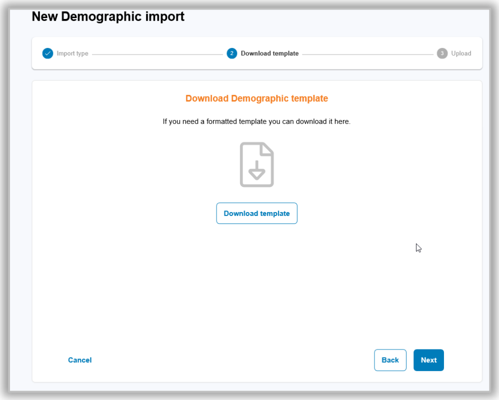
[Demographic]() – First file you import to set up an employee

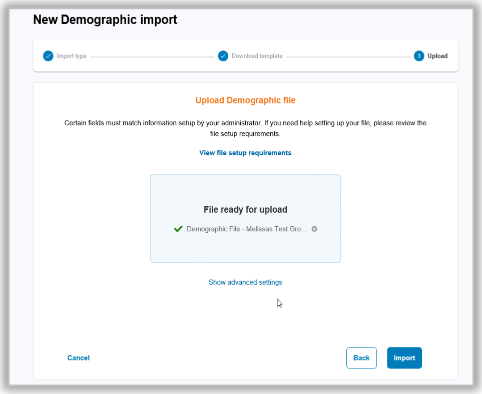
[Enrollment]() – 2nd file you import to set up an employee account

Step 3: Download the chosen file template and complete the employee data

Note: If you already have your file created, no need to download the template, you can simply click and drag the file from your stored location or choose to upload from the drop down menu

Click Next.





DEMOGRAPHIC FILE

* Denotes a required field

Field	Notes	Format	Example(s)
EmployeeIdentifier*	Social Security Number	123456789	123456789
LastName*	Last Name of the consumer	Alphanumeric up to 30 characters. The following special characters are valid: apostrophe (‘) or dash (-)	Johnson
FirstName*	First Name of the consumer	Alphanumeric up to 30 characters. The following special characters are valid: apostrophe (‘) or dash (-)	Jane
DateOfBirth*	Consumer’s date of birth	Date in format MMDDCCYY	01011980
AddressLine1*	Consumer’s physical address	Alphanumeric string up to 50 characters.	123 Baker Street
AddressLine2	Consumer’s additional physical address line	Alphanumeric string up to 50 characters.	Apt 130
City*	Consumer’s City	Alphanumeric string up to 30 characters	Minneapolis
State*	Consumer’s State	Valid 2 character state code	MN
ZipCode*	Consumer’s Zip Code	5-digit or 9-digit ZIP code.	12345
Country	Leave Blank. System default to US.		
Username	Leave Blank		
Password	Leave Blank		
EmailAddress	If provided, members will receive communications electronically.	Alphanumeric string up to 125 characters.	sample@email.com
HomePhone	Consumer’s home phone number	Numeric string of 10 characters.	5016546541
EmployeeNumber*	Employee number assigned by employer.	Alphanumeric string up to 15 characters	1324
EmployerEmployeeID	Employee number assigned by employer.	Alphanumeric string up to 20 characters	00123456789johnson 00456771234smith-joh
SSN*	Social Security Number	Numeric string of 9 digits	123456789
Division	Not required		
Class	Not required		
Payroll	Not required unless offering more than one payroll cycle.	Valid Values: Weekly (W), BiWeekly (B24), BiWeekly (B26), Monthly(M)	Weekly (W), BiWeekly (B24), BiWeekly (B26), Monthly(M)
PayrollEffectiveDate	Date the payroll cycle is effective for the consumer. Not required. If left blank Hire Date will be used.	Date in format MMDDCCYY	01011980
EmploymentStatus*	Employment status of the consumer. If left blank, system will default to Active.	Valid Values: Active, COBRA, LOA Terminated	Active, COBRA, LOA, Terminated
StatusEffectiveDate*	Date the status is effective. If left blank will default to Hire Date.	Date in format MMDDCCYY	01011980
Hire Date*	If left blank will default to DOB+1.	Date in format MMDDCCYY	01011980

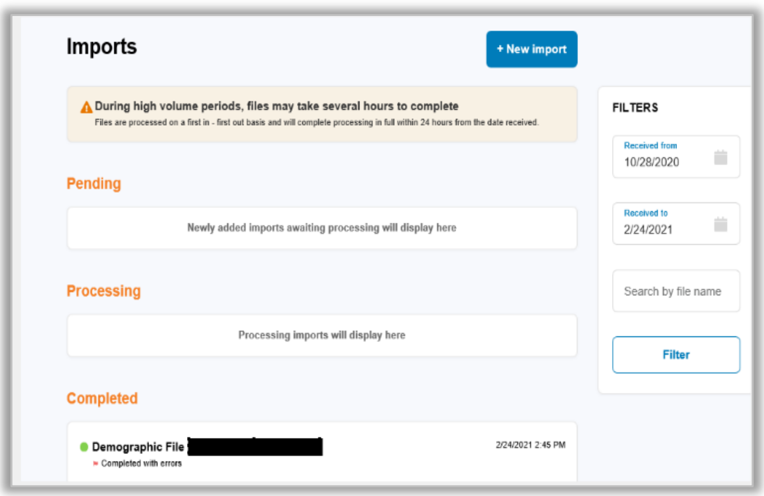
ENROLLMENT FILE *Denotes a required field

Field	Notes	Format	Example(s)
EmployeeIdentifier*	Social Security number	123456789	123456789
ElectionAmount	Leave blank		Blank
PlanName*	The plan name for which the record is being loaded.	Valid Values: Health Savings Account	Health Savings Account
EnrollmentEffectiveDate*	This is the date the individual starts the plan. Mid-year hires would need to pass the effective date of their enrollment. If this field is left blank, the individual will be loaded effective the first date of the plan year.	Date in format MMDDCCYY	01012021
EmployerContribution*	Leave blank		Blank
EnrollmentTermDate	Leave blank		Blank
PrimaryReimbursement	Leave blank. Will default to Debit Card.		Blank
ElectionAmountIndicator	Plan year	PlanYear	PlanYear
HDHPCoverageLevel	Establishes the coverage level for the account holder	Single/ Family	Single/ Family
EnrolledInClaimsExchange	Enrolled in Claims Exchange	Y or N	N
HSATermsFlag	Leave blank	Blank	

Step 4: When your file is ready to be processed, you can upload it into the system by adding your file to the employer portal by simply clicking and dragging the file from your stored location or elect to upload from the drop down menu.

Click **Import.**

Once the file is uploaded it will show in the import queue, this can be viewed fromthe home page as well as by clicking on the Imports tab. Click on the file to view the results and make any necessary updates.



Pending – will be here a short time once the file has been imported.

Processing – will sit here while the data on the file is being put in the system; how long depends on the amount of data that is being processed.

Completed – once the data on the file has finished processing it will show here. Look for Completed with errors on the file to see if it processed successfully or not. If there are errors go to Troubleshooting errors for guidance.

FSA/HRA/LSA Employer Funding

Contributions

Post Confirmed

Contributions from payroll deductions and employer contributions for HRA/LSA and FSA plans will NOT auto-post. Contribution files will need to be submitted each pay period to confirm deductions. Money movement will not occur for these transactions. The contribution totals will update and be added to the available balance, when applicable.

Auto Post

Contributions from payroll deductions and employer contributions for HRA/LSA and FSA plans will auto-post based on the payroll frequency you provided. Money movement will not occur for these transactions. The contribution totals will update and be added to the available balance, when applicable.

Contribution File

Field Name	Description	Valid Values	Example	Required
EmployeeIdentifier	Unique employee identifier	SSN (no dashes)	123456789	Y
ContributionDate	Date HSA contribution starts processing. ACH debit occurs 2 business days after this date	MMDDYYYY or MM/DD/YYYY format	05152018	Y
ContributionDescription	Notates Employer vs. Payroll Contribution - select from drop-down menu	Employer, Payroll	Employer	Y
ContributionAmount	Contribution Amount for this specific funding - decimal places required, no $ or ,	Decimal and cents required, no $ or ,	25.00	Y
PlanName	Plan funds are contributed to	Health Savings Account	Health Savings Account	Y
PriorTaxYear	Only required and used if contribution should be applied to prior tax year	Current, Prior		N

Claim Funding Process

Funds paid to employees for claim reimbursements and debit card transactions will be deducted from your bank account as they are processed.

- The daily total of claim reimbursements made to your employees in the form of checks and direct deposits will be pulled from your bank account as one transaction. From the employer portal, the **Claim Reimbursement Notification** can be used to reconcile this transaction in your bank account.
- A second debit will take place for the total of settled debit card transactions from your employees. The **Debit Card Funding Report** from the employer portal can be used to reconcile to your bank account.

If an employee makes a repayment for a denied claim, the amount will be automatically be credited back to your bank account. The **Repayments Report** available on the employer portal will list all repayment activity.

Day 0
- Consumer manual claims approved, debit card transactions settle

Day 1
- Claim Reimbursement Notification and Enhanced Debit Card Settlement Notification are sent to employer with total amount of claims to be paid

Day 2
- Claim reimbursements and debit card transactions are pulled from employer bank account

For additional information on submitting a file or trouble-shooting errors reference the **Uploading Files** and **Troubleshooting Errors** sections of the employer guide.

SFTP (Secure File Transfer Protocol) File

The final option of submitting contributions for FSA, Dependent Care or Transit accounts is for them to be sent via a text file through an SFTP (Secure File Transfer Protocol) site. These types of files can contain several different fields of information and are typically submitted by a file vendor. This vendor would go through a testing period with the Employer Services team to ensure the data being submitted is correct and formatted in the correct specifications. Once testing is completed the file vendor would then set up a direct link to the SFTP site for submitting employee data securely.

For more information on SFTP transmission, please contact PNC BeneFit Plus Employer Services at 844-356-9994.

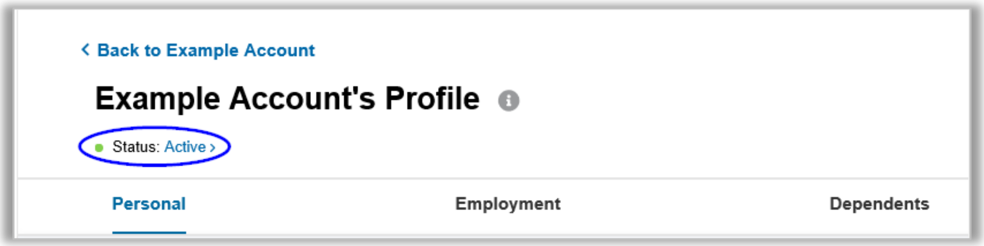
Employee Account Changes and Terminations (manual updating through portal)

To access your employee's specific information from the Home page type in their name in the employee search bar at the top. Once you have found your employee, click on their name to bring up their summary page. From here you can choose to look at their profile information, enrollments, contributions, or activity by clicking on the corresponding tab.

- Personal – Complete your edits and hit Save changes at the bottom once complete
    - address changes, email changes; these can also be completed by the employee on their portal
- Employment – Complete your edits and hit Update employee at the bottom once complete
    - Employee number or Employer Employee Id
    - Hire Date – only update if this was entered incorrectly initially.
    - Hours worked per week

Employee Employment Status change:

When an employee leaves or terminates employment, you will need to update their employment status on the portal. You can do this by going to the employee's **Profile** and then click on their **Status** and enter in their new status (*Use: Terminated, Retired, Laid Off)* and the effective date of the change**.**



Enrollment Changes and Terminations (by file update)

Employers can manage employee enrollment and demographic information by manually making changes within the employer portal or they may make changes by uploading new files. To make changes by uploading files, the following rules apply:

- If an employee leaves the company: the demographic file should be updated, changing the employee's status to "terminated" and adding the status effective date.
- If an employee is changing plans, adding or dropping a product due to a life event: the enrollment file should be updated. Enter your employees' original effective date in the enrollment effective date field. If the employee is cancelling coverage, the enrollment termination date should be entered as the date following the last date of coverage. Ex: If the employee has coverage until 7/31/23, the date entered should be 8/1/23.

Notifications

PNC BeneFit Plus provides various reporting to help with managing your program. All reports are available for you to access on the employer portal at any time. You will receive an email notification when a report is available. Below are samples of common reports. These reports will be sent to the primary contacts. However, if you would like to receive any of these reports, please contact PNC BeneFit Plus employer services at 844-356-9994.

Report	Description
Claim Reimbursement Notification	This notification alerts the Employer of the total number of claims processed for reimbursement. The notification generates when reimbursements post.
Employer Contribution Notification	This notification alerts the Employer of the upcoming scheduled employer contribution. This notification details the employer contributions that are scheduled to be made on an upcoming date.
Debit Card Funding Notification	This notification will be sent to the employer containing information on t*he total amount of debit card* transactions to be funded from the employer's bank account.
Fee Funding Notification	This notification automatically sends an alert to the employer with information on fees to be funded. This notification generates on business days only and does not generate on days when the employer does not have any applied employer-paid fee transactions.
Payroll Deduction Notification	This notification can be sent to the employer prior to each scheduled payroll date. The email notification alerts the Employer of a payroll deduction before the deduction occurs and contains information on what deductions are scheduled to be made for an upcoming payroll date.

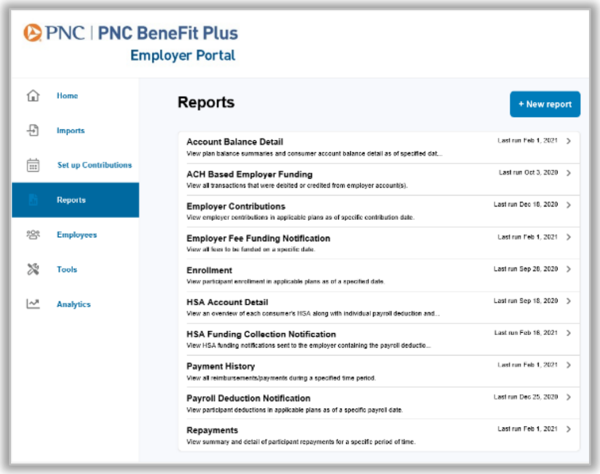
PNC BeneFit Plus Employer Guide

Reports

Click the **Reports** tab within the portal dashboard to view your available reports.

Most recently generated reports will also appear on the home screen.

The chart below outlines the various reports available and the frequency at which they generate.



You can also generate a new report by clicking **+ New Report** in the **Reports** tab, if the option is available. You have the option to select the file type and date range for any new report you are creating. You may need to wait a few minutes for the report to be available to view. If you would like an email when the report is available, check the box before you click the **Request** button.

Report	Frequency	Description
ACH Based Employer Funding	Daily, Weekly, or Monthly	This report contains all transactions with the same payment effective date.
Account Balance Detail Report	Scheduled Monthly & OnDemand	This report encompasses each employee’s contributions, claims paid, deposits, and available balance.
Claim History Report	OnDemand	Provides information about claims for an employer group for a specified time frame.
Enrollment Report	Scheduled Monthly & OnDemand	This report includes data regarding employee’s enrollment status and expected annual employer contribution amounts.
Payment History Report	Scheduled Monthly & OnDemand	Provides information about reimbursements made for an employer group.
Reimbursement Detail Report	OnDemand	Provides information about claims that have been reimbursed.
Repayments Report	Scheduled Monthly & OnDemand	Provides an overall summary and details consumer repayments for a specific period.

Employee Account(s) Overview

Employee Data

You have access to view real-time data at an employee level to facilitate your ability to support your employees' questions. You can search for employees using first name, last name, or can select an employee from a list of all employees.
Once you have accessed an employee's account, you can view the following:

Profile

The employee's demographic information such as name, address, mailing address, phone number, email address, date of birth, and dependents will position you to verify information such as checks being sent to the correct mailing address, an email address exists to facilitate electronic communications.

Summary

The portal provides an overview of the employee's active plan(s) by displaying the eligible amount for the effective enrollment total, contributions-to-date, total reimbursements, total adjustments, available balance, and forfeiture balance.

Enrollments

Review the summary of an employee's current and historical enrollments including the effective date, employer contribution, and contributions-to-date.

Contributions

View all posted and projected employer contributions for your employees' account. This enables you to verify the monthly contribution amounts.

Claims

You have access to the complete history of all employees' claims, including the ability to filter information on the account by the date the claim was submitted or the method in which it was filed.

Payments

You can see the history of an employee's payments via the debit card or via direct deposit/check for online claims. In addition, the payment history provides you with specifics about repayments for overpaid claims.

Status

You can update an employee's status using this tab. You will terminate an employee from the plan here.
Click **Add New Status** to update the status of your employee.

Tools

The Tools Tab has two primary components of support resources:

- **Plans**: View active plans and other archives
- **Resources**: Access important support collateral for your spending account programs including the PNC Benefit Plus Employer Guide and all available employee forms.

Employer Analytics

The Employer Analytics (available for groups with 25+ accounts) provides insight into the success and viability of your PNC BeneFit Plus programs. The Employer Analytics offers comparative analytics on account utilization, engagement, and spending / savings patterns. To access the Employer Analytics, log into the Employer Portal and click on Analytics tab. Important insights and analytics include:

- Disbursement Summary
- Total Employee Spending by Expense Type
- Portal and Mobile App Year to Date Usage
- Portal and Mobile Logins per Consumer
- Financial Readiness and Consumer Engagement

Annual Plan Renewal

The PNC BeneFit Plus Employer Services team will contacting you via email prior to the end of the plan year and request the information required to renew the plan. If your group is interested in initiating your plan renewal earlier than 90 days prior to the end of the plan year, please feel free to contact PNC BeneFit Plus Employer Services to initiate the process.

Plan Year Closing

Following the end of your FSA or HRA plan years, you will receive an email with confirmation that your benefit plan has completed closure for the prior plan year. Attached to this email you will receive an Account Balance Detail report with a summary of your ending account balance for the plan year, along with a list of employees with pending repayments/taxable items. The timing of this email (below for reference) is based on the completion of the plans run out period and the generation of the closing report.

Email Sample: Pending repayments on the attached report are considered ineligible as the necessary follow up was not provided. The plan year is now closed and there are a couple of options available to you to resolve the outstanding ineligible amounts.

- ***Deduct the amount through payroll as taxable income to the employee. In this situation, the employee retains the funds as taxable income in addition to their normal wages. This results in an adjusted W-2. The IRS has stated***

that the W-2 can be issued in the current year, even if the ineligible transaction was from a previous plan year. The W-2 can be issued for active and/or terminated employees.

- ***Deduct the amount from the employee's wages on an after-tax basis, thereby repaying the plan for the ineligible expense. If selected, the money is retained by the employer as forfeited funds.***

An employer can choose to use one or both options if circumstances warrant (i.e. issue a W-2 for a terminated employee and make an after-tax deduction for an active employee). Please seek a tax-advisor to discuss which option fits your plan best.

Employee FAQs

Can a transaction be moved from an HSA to a different benefit account such as a Limited FSA?

No, the funds will need to be contributed back to the HSA using the HSA Contribution Form indicating a "Mistaken Distribution". The employee may then file a claim against the appropriate account. This way funds are placed back in the HSA and removed from the correct account.

How do dependents get added to my employee's account?

Dependents can be added by the employee via the consumer portal.

How do my employees add a spouse or another individual as an authorized contact on their account?

The employee may submit the Authorized Representative Form allowing the authorized individual to receive information about the account, but they will not be able to make any changes to the account. This form will be eligible for one year before it needs to be renewed The Power of Attorney form allows the authorized individual the same powers as the account holder.

How does my employee report an unauthorized debit card transaction?

The employee may submit the Debit Card Transaction Dispute Form stating they did not engage in the transaction. Submitting the Debit Card Transaction Dispute Form will trigger a provisional credit of the funds while the case is reviewed. If the transaction is confirmed fraudulent, the provisional credit will be reversed, and a permanent credit will be applied to the account.

What happens if an employee loses their debit card?

The employees may report the card lost or stolen on the consumer portal or via the mobile app. They may also contact Consumer Services at 844-356-9993 to report the card lost/stolen. Employees will also want to make sure they are checking their account to ensure there are no fraudulent charges and then following the appropriate steps to report these. An employer is unable to request a new debit card be issued for their employee.

How long will my employee's transactions take to process?

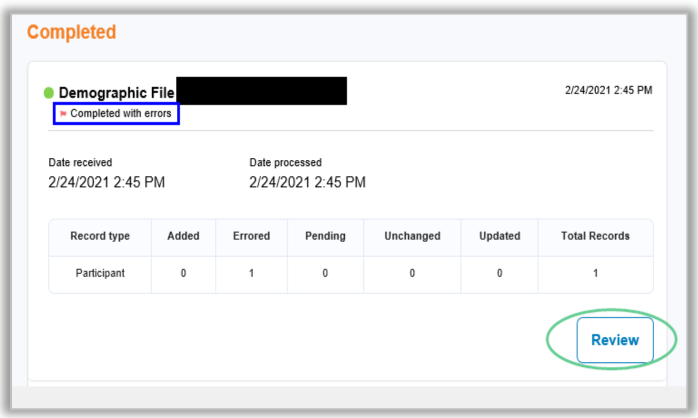
Debit Card transactions are usually processed within 2-3 business days. However, the merchant's card processing system can delay the approval resulting in transactions taking up to 10 business days to be processed from the employee's account.

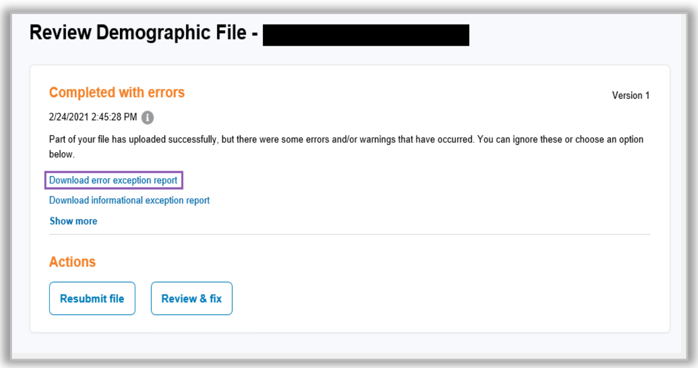
For transactions through the online portal checks should arrive with the recipient within 7-10 business days. If a bank account is linked to the online portal the funds should post within 2-3 business days.

Troubleshooting Errors

Important Note: It is your responsibility as the file originator to ensure that all errors and exceptions are reviewed and corrected. PNC BeneFit Plus does not monitor individual file imports.

After submitting your files, you can track the status of the file import via the Employer Portal's **Imports** found on the left side of the page. Exceptions occur when the file data you have provided does not fit within the criteria required for successful uploading. This capability allows you to quickly review and correct errors for prompt enrollment of your employees. If there are errors on your file it will have a note of Completed with errors under the file name. To review those errors click on Review, you will be given the option to download an exception report or manually review and fix the errors.





An "Exception Report" is available to explain why the record(s) have errored. To view this excel spreadsheet click on

Consumer Data Exchange Exception Report: Demographic

Employer Code:	Test12
Date Received:	1/19/2021 9:44:18 PM
Date Processed:	1/19/2021 9:44:00 PM
File Name:	Employer Demographic 1.xls

Severity	Row Number	Employee Identifier	First Name	Last Name	Field Name	Error	Error Data
Error	2	000123456	Think	Pad	ZipCode	The Zip Code specified is not a valid postal code for the country 'US'.	5649878

Download exception report, each tab of the spreadsheet corresponds to a different file type.

When an error has occurred, it will need to be corrected on the file and resubmitted to be processed successfully. This would be noted as "Error" under the Severity column on the Exception Report. There are a couple options when it comes to troubleshooting errors.

Option 1: Exception Report

An Exception Report can be run to determine where errors occurred in the submitted files. The errored fields can be corrected, and the file can be re-uploaded into the portal. The exception report breaks down the error in separate sheets, here are the most common ones.

- **Demographic Errors**- Sheet 1
- **Enrollment Errors**- Sheet 2
- **Contribution Errors**- Sheet 3

Severity	Row Number	Employee Identifier	First Name	Last Name	Field Name	Error	Error Data
Error	705	224774178	John	Smith	StatusEffectiveDate	The StatusEffectiveDate must be on or before the consumer's enrollment effective date.	05032021
Error	2195	350541244	John	Smith	AddressLine1	cannot be a P.O. Box.	100 Dr Po Box 305
Error	2917	563984723	John	Smith	AddressLine1	cannot be a P.O. Box.	PO Box 4000
Error	2989	320708620	John	Smith	StatusEffectiveDate	The StatusEffectiveDate must be on or before the consumer's enrollment effective date.	04122021
Error	3444	260634799	John	Smith	StatusEffectiveDate	The StatusEffectiveDate must be on or before the consumer's enrollment effective date.	03292021

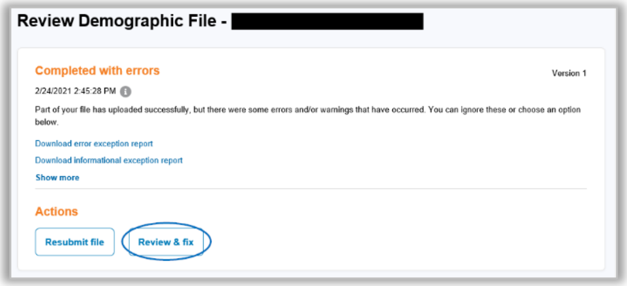
Sheet1 | Sheet2 | Sheet3 | Sheet4 | Sheet5 | Sheet6 | Sheet7 | Sheet8 | She ...

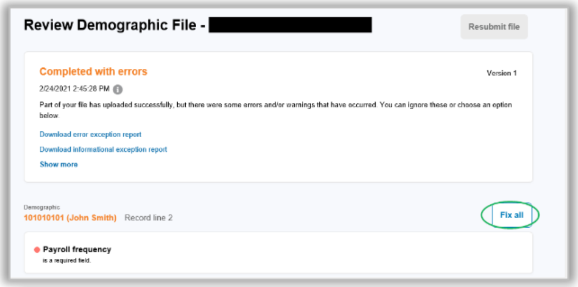
Option 2: View Errors Action

Important Note: Corrections cannot be made with this method for files submitted through an SFTP site. Changes will need to be submitted on a new file. This method is not recommended for more than a few errors, or to correct contribution errors.

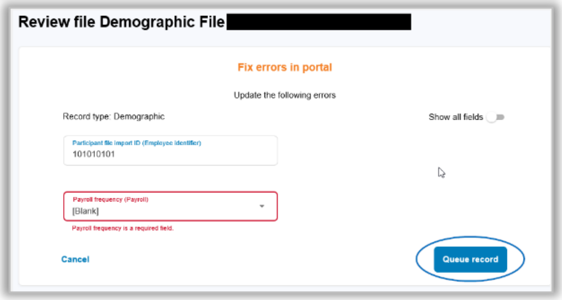
1. When an error occurs, click on Review & fix to view a list of the errors.

2. Once you have this open you will be able to fix your errors by clicking on Fix all.

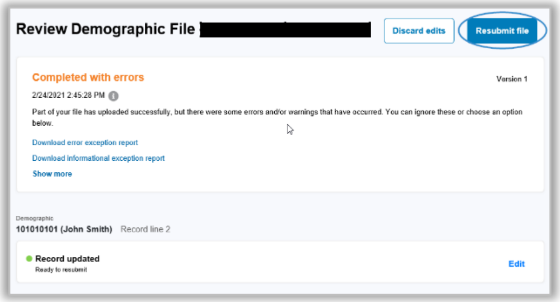




3. This will bring up a list of only the fields that errored, correct the errors and click Queue record to fix the error.



4. Once you have queued the record you will need to resubmit the file for processing; click on Resubmit File to reprocess your file with the errors corrected. The corrected file will process through the import queue again. Upon successful upload you will see the file under the Completed section with no notes under the file name.

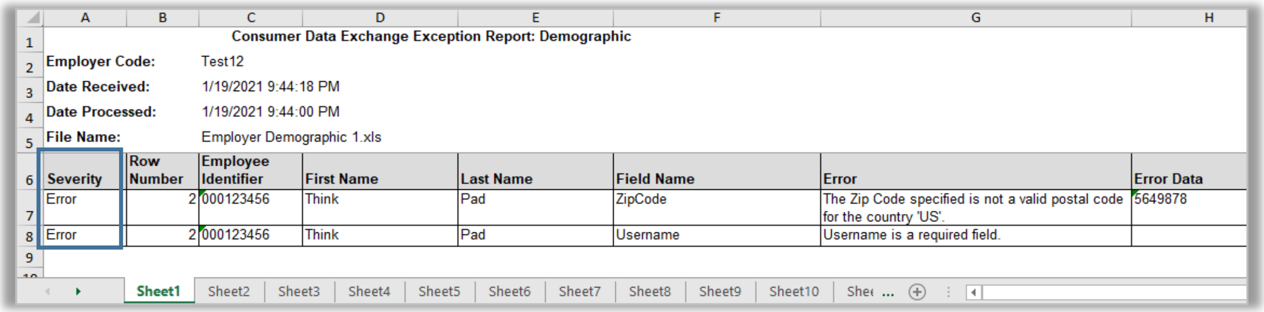


Important Note: If there is a note of completed with warnings and additional information the record uploaded but there is additional information you may want to view about the record.

File Error Examples

If column A on your exception report has an Error, you need to correct these to have the record process successfully. The following provides examples of error messages from these file types (demographic, enrollment, and contribution) and how to correct them.

Important Note: Warnings and information messages are for the purpose to inform and will not prevent records from being processed.



	A	B	C	D	E	F	G	H
1			Consumer Data Exchange Exception Report: Demographic					
2	Employer Code:		Test12					
3	Date Received:		1/19/2021 9:44:18 PM					
4	Date Processed:		1/19/2021 9:44:00 PM					
5	File Name:		Employer Demographic 1.xls					
6	Severity	Row Number	Employee Identifier	First Name	Last Name	Field Name	Error	Error Data
7	Error	2	000123456	Think	Pad	ZipCode	The Zip Code specified is not a valid postal code for the country 'US'.	5649878
8	Error	2	000123456	Think	Pad	Username	Username is a required field.	
9								

Sheet1 Sheet2 Sheet3 Sheet4 Sheet5 Sheet6 Sheet7 Sheet8 Sheet9 Sheet10 She(...

File Type	Field Name	Error Message(s)	Action	Column
Demographic	Class Effective Date	Class Effective Date must be greater than or equal to the consumer's hire date.	Make sure the Class Effective Date is equal to or after the employee's hire date.	Column W in the Demographic File
	Payroll Frequency	Cannot update Payroll Frequency if Participant Status is Terminated, Retired, COBRA, or Laid Off and Participant Status Effective Date in the past.	Make sure employee's status is active.	Column V in the Demographic File
	Status Effective Date	Status Effective Date must be greater than current Effective Date. The Status Effective Date must be on or before the consumer's enrollment effective date. Status Effective Date may not precede Hire Date for Active Status.	Make sure the Status Effective Date is after the current effective date, on or before the enrollment effective date, and does not precede the employees hire date.	Column W in the demographic file
	Hire Date	Hire Date must precede Status Effective Date for LOA status.	Make sure the employee's hire date is before the effective date of the LOA status.	Column W in the Demographic File
Enrollment	Election Amount	Election Amount ($$.$$) is less than posted or confirmed deductions to date ($$.$$)	Make sure the employee's deductions to date do not exceed their election amount.	Column B in the Enrollment File
	Election Amount/ Employer Contribution Amount	Election Amount plus Employer Contribution Amount is less than paid claims to date ($$.$$)	Make sure the sum of the election amount and contribution amount is greater than the paid claims to date amount.	
	Enrollment Effective Date	Enrollment Effective Date cannot be prior to a confirmed or posted payroll date.	Make sure the Enrollment Effective Date does not precede a posted payroll date.	Column D in the Enrollment File

	Participant ID	Enrollment Data may not be changed when the participant has a status of Terminated	Make sure all consumers whose enrollment data is being changed are set to active status.	