Payroll Rejection Code Guide

OVERVIEW

This is a list of common warning and rejection codes you may encounter and how to resolve them. If you encounter a rejection code that is not listed, please contact website support. This number can be found via the Contact Us link in the top right corner of the webpage.

Warning & Rejection Code Summary

Warning/Reject	Description	Cause	Resolution
W1001	Withdrawal taken with a paycheck contribution suspense end date of…	The participant has taken a hardship withdrawal, within the payroll date selected, and is not eligible for an employee contribution.	• Remove the ineligible contribution from the payroll or accept the warning if the participant was eligible for the contribution. • See Resolve W1001, W1008 and W3801 Warnings
W1008	Military Leave taken with a paycheck contribution end date of…	The participant has taken a military hardship withdrawal, within the payroll date selected, and is not eligible for an employee contribution.	• Remove the ineligible contribution from the payroll or accept the warning if the participant was eligible for the contribution. • See Resolve W1001, 1008 and 3801 Warnings
W3801	Loan is paid in full-Please stop all payroll deductions for this loan number only.	The specified loan has been paid in full or consolidated into another loan.	• Remove the loan repayment amount from the contribution or accept the warning to have the repayment amount refunded to the participant. • See Resolve W1001, 1008 and 3801 Warnings
R1100	Individual Exists under the GA but no Allocations set up for the deposit type/money type entered.	The participant currently has no active investment allocations for the money source specified.	• Update the participant's investment allocations according to their specifications (if given) or to the retirement Plan's default allocation (if available). • See Resolve R1100 Rejection Code.
R1200	Individual exists under a different division/payroll center than the one entered.	The participant's division does not match the division assigned to the payroll being processed.	• Update the participant's division code. • See Resolve R1200 Rejection Code.
R1300	Individual Account Exists but the name does not match.	The participant's name does not match our records.	• Update the participant's name on the payroll to match our records. • See Resolve R1300 Rejection Code.

Warning/Reject	Description	Cause	Resolution
R1600	Account is inactive due to death.	The participant's account is inactive due to death and all funds have been disbursed.	• Trail the contribution so that the funds will be disbursed per existing instructions. • See Resolve R1600 Rejection Code.
R1700	Account is Inactive due to Full withdraw.	The participant's account is inactive because all funds have been disbursed.	• Reactivate the account if the employee has been re-hired or trail the contribution if the contribution was earned prior to the distribution, so that the funds will be disbursed per existing instructions. • See Resolve R1700 Rejection Code.
R3800	No active loan exists for this individual in this group Account.	The participant does not have an active loan on this Plan.	• Remove the loan repayment amount from the contribution. • See Resolve R3800 Rejection Code.
R4000	Unable to determine how loan payments should be applied.	The participant may have multiple loans or the payment submitted does not match their loan repayment amount.	• Specify the loan number in which the payment is to be applied. • See Resolving an R4000 Rejection Code.
R4202	Due to Market fluctuations only 95% of the account is available for negative contributions.	The system reserves 5% of the participant balance to account for potential market fluctuations.	• Modify the adjustment to be less than 95% of the participant account balance or, if the full adjustment is needed, remove the contribution and contact website support. • See Resolve R4202 Rejection Code.

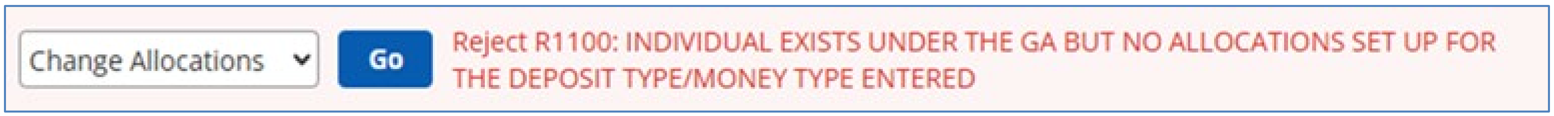
Resolution Detail

Resolve W1001, W1008 and W3801 Warnings

To Accept the Warning:

1. Click the dropdown menu next to the warning message.
2. Select Accept Warnings.
3. Click Go.

Resolve R1100 Rejection Code



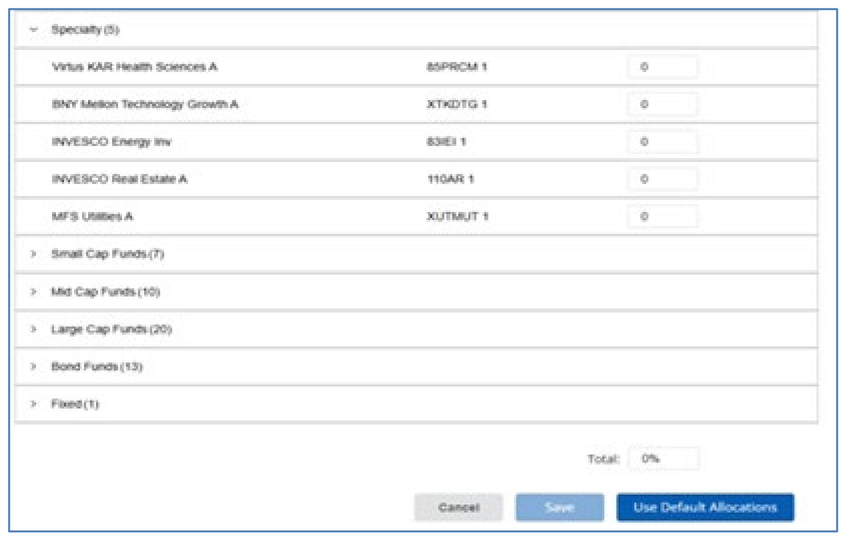
1. Click the dropdown menu next to the rejection message.
2. Select Change Allocations.
3. Click Go.

To Enter Allocations:

1. Enter the percentage of each fund indicated by the participant up to 100%.
2. Click the Save button.

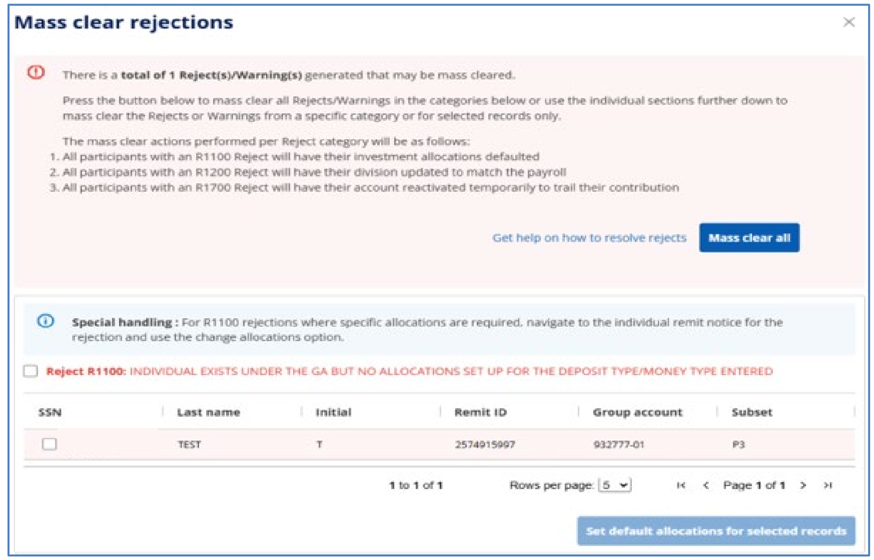
To Use Default Allocations:

- If participant direction is not available and a default allocation exists for the Plan, click the Use Default Allocations button to assign the participant to the default.
- To leave the page without making changes, click the Cancel button.

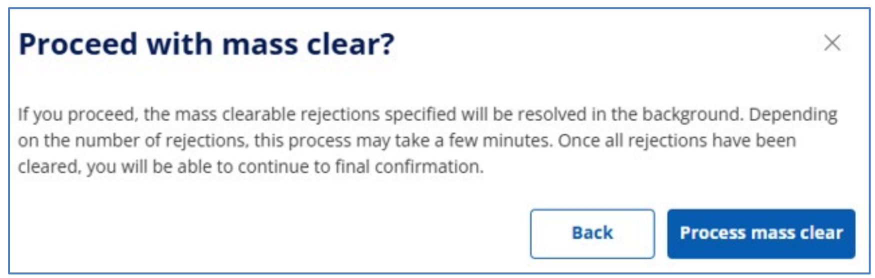


To Resolve Via Mass Clear:

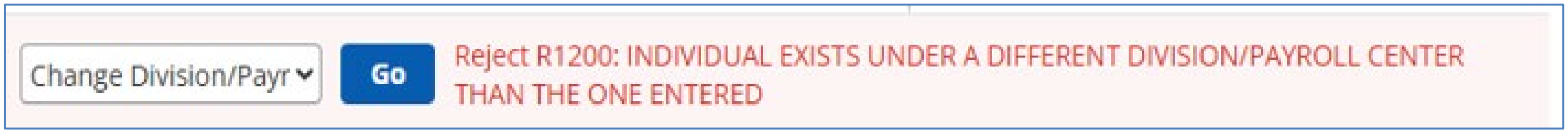
1. Click **View All Rejects / Mass Clear** link.
2. Select **Check All** or mark each checkbox for a rejection you wish to resolve.
3. Click **Use Default Allocations** button.



4. Click **Process Mass Clear** button.



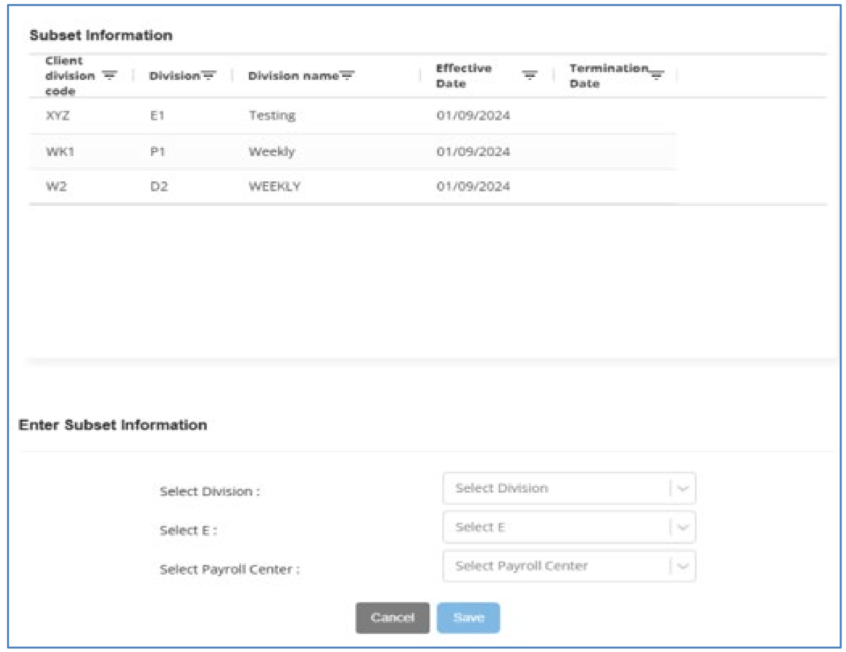
Resolve R1200 Rejection Code



1. Click the dropdown menu next to the warning message.
2. Select Change Division/Payroll Center.
3. Click Go.

1. Use the Division, Payroll Center, or other dropdown menus to select the subset information that needs to be updated for the participant
2. Click the the Save button.

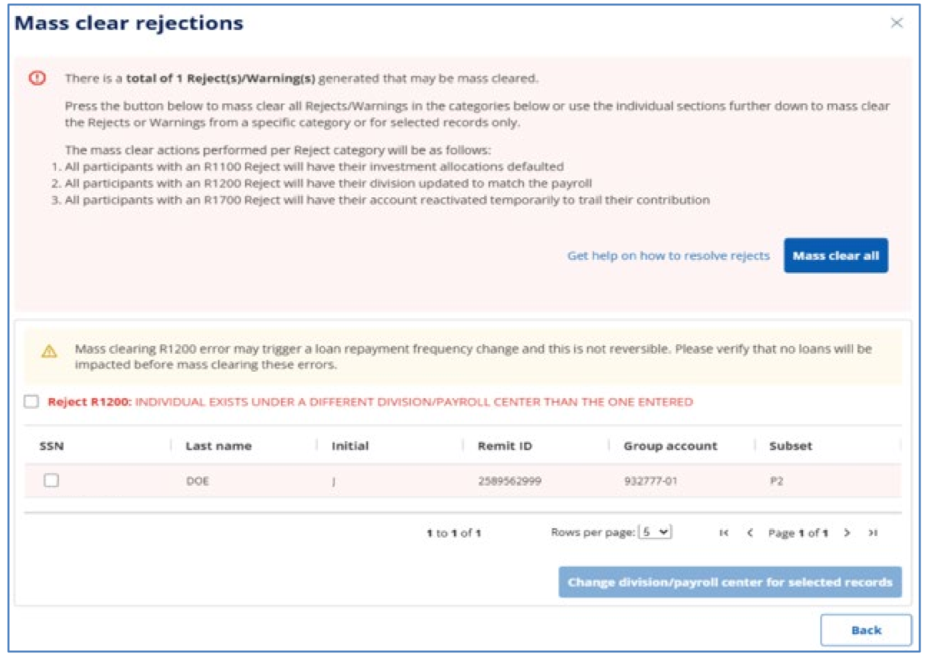
   NOTE: The subset information selected must match the subset on the payroll being submitted in order to resolve the rejection.



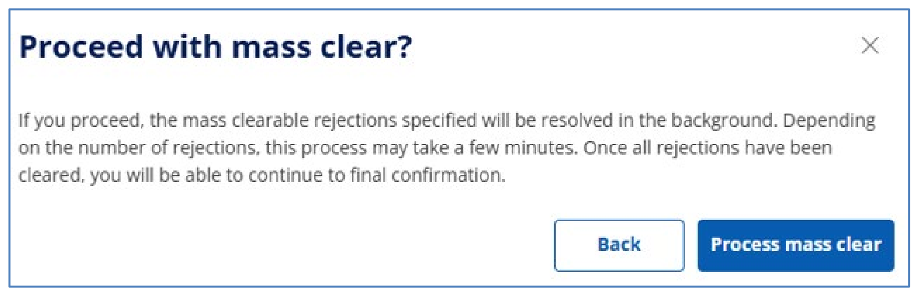
To Resolve Via Mass Clear:

1. Click **View All Rejects / Mass Clear** link.
2. Select **Check All** or mark each checkbox for a rejection you wish to resolve.

   NOTE: all records selected here will be updated with the same division as the payroll.
3. Click the **Change Division/Payroll Center** button.



4. Click the Process Mass Update button.

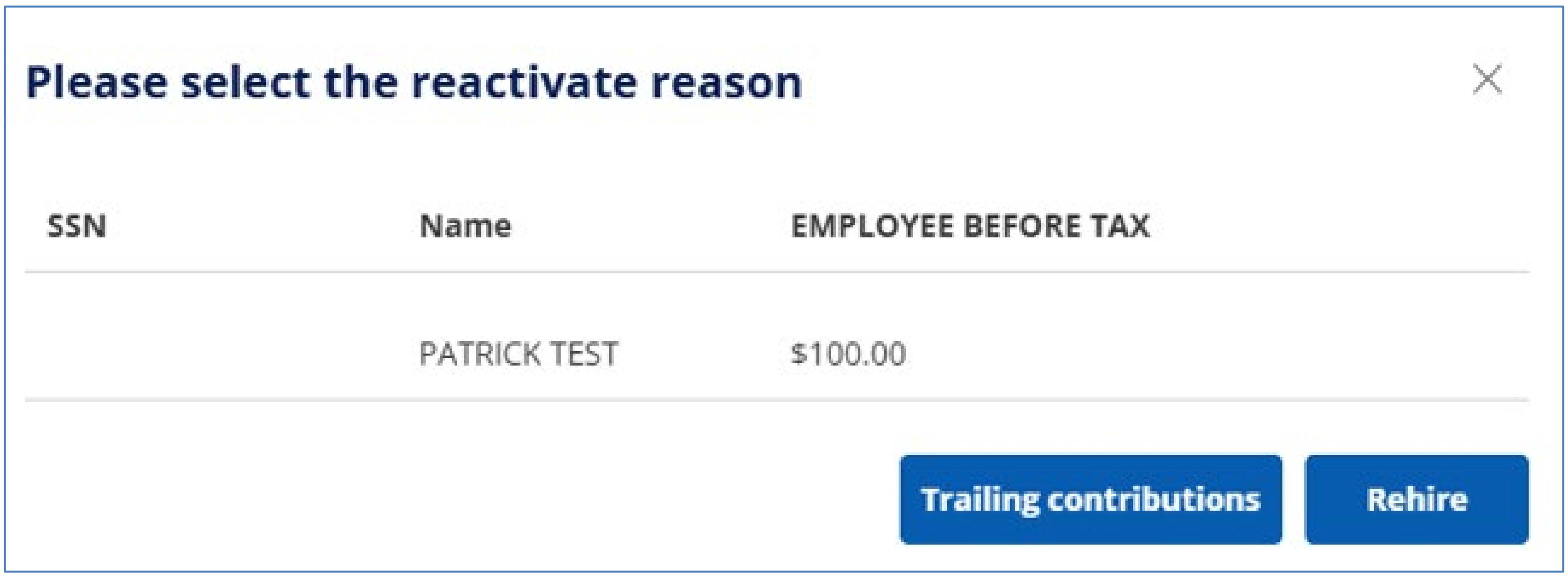


Resolve R1300 Rejection Code

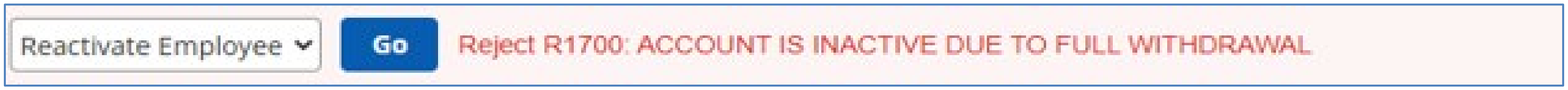
1. Click the dropdown menu next to the rejection message.
2. Select Correct Name from the menu.
3. Click Go.

Resolve R1600 Rejection Code

1. Click on the dropdown menu underneath the rejection message.
2. Select Reactivate Employee from the menu
3. Click Go.

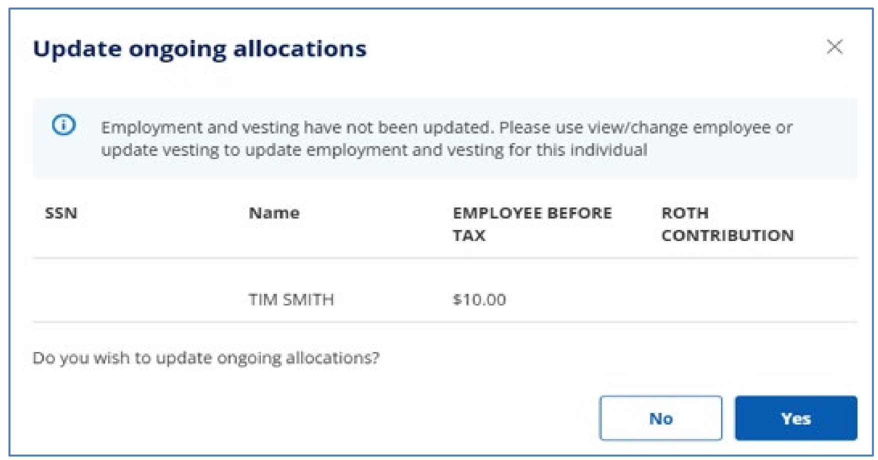


4. Click the Trailing Contribution button.



Resolve R1700 Rejection Code

1. Click on the dropdown menu next to the rejection message.
2. Select **Reactivate Employee** from the menu.
3. Click Go.

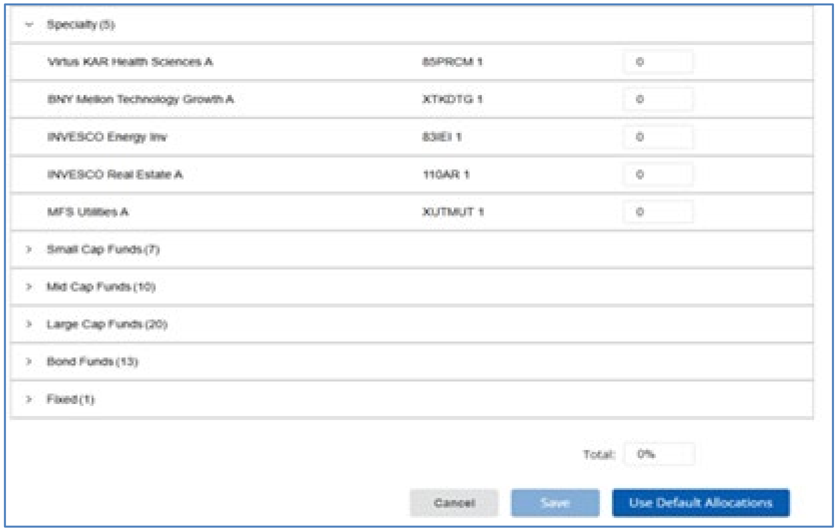
• If the contribution being submitted for the participant was earned prior to their distribution, clickthe **Trailing Contribution** button. • If the participant has been re-hired, click the **Rehire** button.	
When **Rehire** is selected, choose if you wish to update ongoing allocations. • Click the **No** button if you do not want to update the participant's ongoing allocations. • Click the **Yes** button if changes are necessary.	

To Enter Allocations:

1. Enter the percentage of each fund indicated by the participant up to 100%.
2. Click the Save button.

To Use Default Allocations:

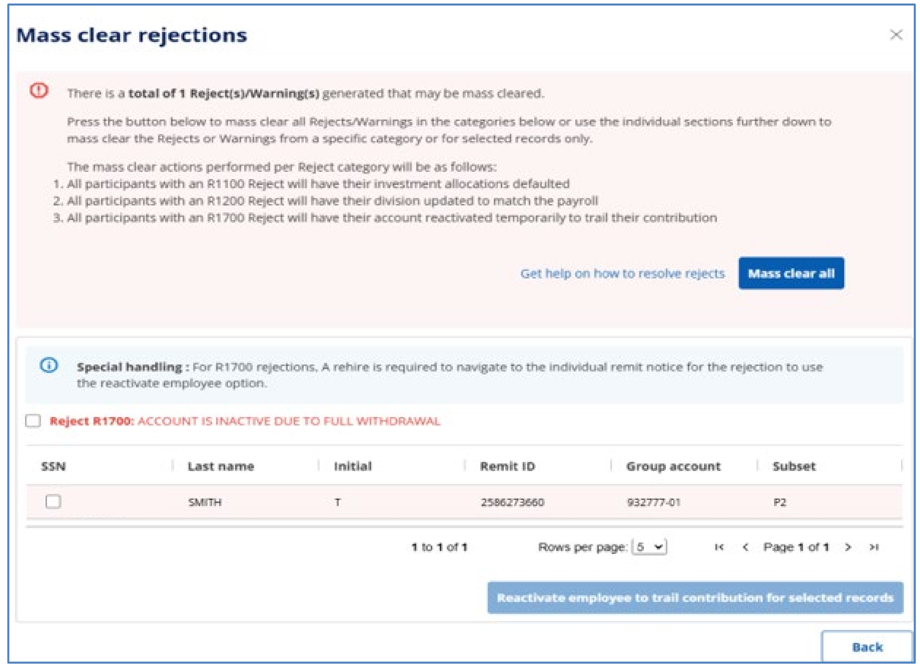
- If participant direction is not available and a default allocation exists for the Plan, click the Use Default Allocations button to assign the participant to the default.
- To leave the page without making changes, click the Cancel button.



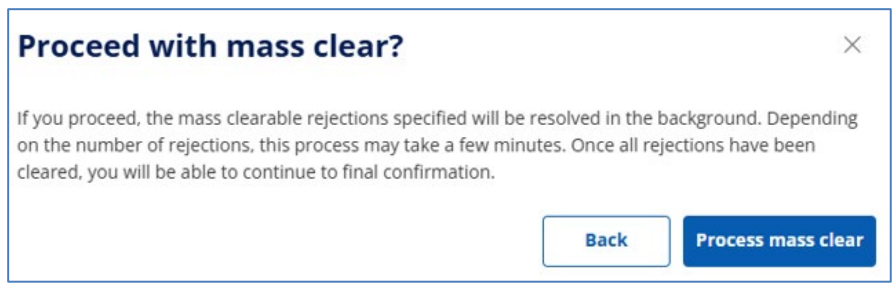
To Resolve Via Mass Clear:

1. Click **View All Rejects / Mass Clear** link.
2. Select **Check All** or mark each checkbox for a rejection you wish to resolve.

   NOTE: If any of the records need to be resolved as a re-hire, Mass Clear can't be used. Refer to the instructions to [Resolve R1700 Rejection Code](#).
3. Click the **Reactivate Employee for Trailing Contrib** button.



4. Click the **Process Mass Clear** button.



Resolve R3800 Rejection Code

1. Mark the checkbox under the **Delete** heading.
2. Click the **Delete Selected Records** button.

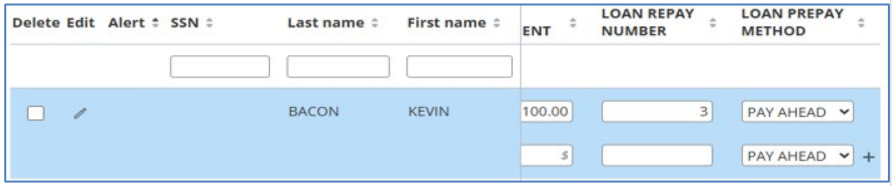
Resolve R4000 Rejection Code

For a Single Loan:

1. Add the missing loan number to the **loan #** field or select the correct loan from the dropdown box labeled **Click to view Loan Information**.
2. Click on the dropdown menu next to the rejection message.
3. Select Revalidate Individual from the menu.
4. Click Go

For Two or More loans:

1. Modify the repayment to match the amount to be applied to the first loan. Then add a loan number to the **loan #** field or select the correct loan from the dropdown box labeled **Click to view Loan Information**.
2. Click on the dropdown menu underneath the rejection message
3. Select **Revalidate Individual** from the menu.
4. Click Go.
5. Insert a new record for the participant with the repayment amount for the next loan and assign it a loan number.
   NOTE: The **Add Records** button can be used to insert the record if no blank rows are available.
6. Click **Save Changes / Update Totals** button.
7. Repeat steps 5 & 6 for each additional loan.



Resolve R4202 Rejection Code

If the adjustment can be reduced to 95% or less of the available participant balance:	1. Modify the contribution amount to the new value. 2. Click on the dropdown menu next to the rejection message. 3. Select **Revalidate Individual** from the menu. 4. Click Go.
If the full adjustment amount is needed:	1. Contact website support will need to have the rejecting record removed from the payroll. NOTE: The number for website support can be found via the Contact Us link in the top right corner of the webpage. 2. Mark the checkbox under the Delete heading. 3. Click the Delete Selected Records button.