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

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 are not eligible for an employee contribution.	• Remove the ineligible contribution from the payroll. If the participant was eligible for the contribution, accept the warning. • See Resolving Warning Codes W1001, 1008 and 3801.
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 are not eligible for an employee contribution	• Remove the ineligible contribution from the payroll. If the participant was eligible for the contribution, accept the warning. • See Resolving Warning Codes W1001, 1008 and 3801.
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. If you would prefer to leave the repayment amount on this payroll and have it refunded to the participant, accept the warning. • See Resolving Warning Codes W1001, 1008 and 3801.

Warning/Reject	Description	Cause	Resolution
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 Resolving an 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 Resolving an R1200 Rejection Code.
R1300	Individual Account Exists but the name does not match	The participant's name does not match our records.	• The participant's name on the payroll must be corrected to match our records. • See Resolving an R1300 Rejection Code.
R1600	Account is inactive due to death	The participant's account is inactive due to death and all funds have been disbursed	• The contribution will need to be trailed so that the funds will be disbursed per existing instructions. • See Resolving an R1600 Rejection Code.
R1700	Account is Inactive due to Full withdraw	The participant's account is inactive because all funds have been disbursed.	• If the employee has been re-hired, their account will need to be reactivated. If the contribution was earned prior to the distribution, the contribution will need to be trailed so that the funds will be disbursed per existing instructions. • See Resolving an 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 Resolving an R3800 Rejection Code.
R4000	Unable to determine how loans payments should be applied	The participant may have multiple loans or the payment submitted does not match their loan repayment amount	• Specify the number of the loan on which the payment is to be applied. • See Resolving an R4000 Rejection Code.

Warning/Reject	Description	Cause	Resolution
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	• The adjustment can be modified to be less than 95% of the participant account balance. If the full adjustment is needed, remove the contribution and contact website support. • See Resolving an R4202 Rejection Code.

Resolutions

Resolving Warning Codes W1001, 1008 and 3801

1. Click on the dropdown menu underneath the rejection message.
   Select **Accept Warnings** from the menu.
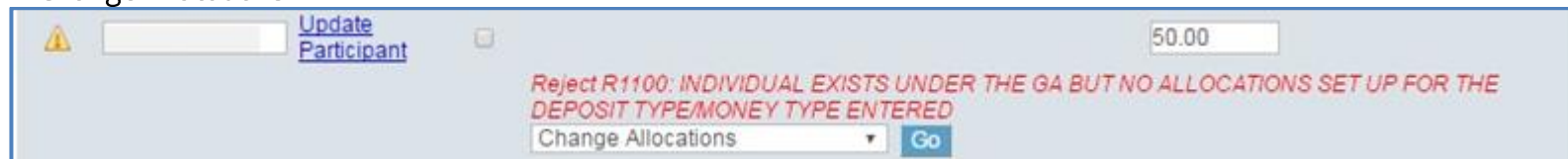
2. Click Go.

Resolving an R1100 Rejection Code

1. Click on the dropdown menu underneath the rejection message.
2. Select **Change Allocations** from the menu.

3. Click Go

Enter New allocations for future contributions:

Investment Option	Fund Short Name	Enter Percentage
International Funds		
ABC Worldwide	ABCWX	0 %
Mid Cap Funds		
ABC Mid-Cap	ABCMX	0 %
Unclassified Funds		
ABC Fund	ABCUX	0 %

Total: 0 %

Use Default Allocation | Save | Cancel

4. Select the percentage of each fund indicated by the participant (if given) up to 100% and click the **Save** button. If this information is not available and a default allocation exists for the plan, click the **Use Default Allocation** button to assign the participant to the default (if available). If you wish to leave the screen without making changes, click the **Cancel** button

Resolving R1100 Rejections 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.

SSN	Last Name / Initial	Employee Before Tax
⚠ ☑ **Check All**	**Use Default Allocations**	
123456789 ☑	FDIDFNDI, J	$50.00
	Reject R1100: INDIVIDUAL EXISTS UNDER THE GA BUT NO ALLOCATIONS SET UP FOR THE DEPOSIT TYPE/MONEY TYPE ENTERED	
123456789 ☑	FDIDFNDI, K	$25.00
	Reject R1100: INDIVIDUAL EXISTS UNDER THE GA BUT NO ALLOCATIONS SET UP FOR THE DEPOSIT TYPE/MONEY TYPE ENTERED	

3. Click **Use Default Allocations** button.

Continue with the mass update?

All selected records will be updated with the plan's default allocations.

Depending on the number of records selected, this process may take a few minutes. After all of the records have been updated, you will see a button to Continue to the remit details screen.

Process Mass Update   Back

4. Click **Process Mass Update** button.

Continue with the mass update?

All selected records will be updated with the plan's default allocations.

Depending on the number of records selected, this process may take a few minutes. After all of the records have been updated, you will see a button to Continue to the remit details screen.

Finished processing 2 of 2 records. Please click 'Continue'.

Continue

5. Click **Continue** Button.

Resolving an R1200 Rejection

1. Click on the dropdown menu underneath the rejection message.
2. Select **Change Division/Payroll Center** from the menu.

Reject	SSN		Delete	Last Name / Initial	Employee Before Tax
⚠		Update Participant	☐		50.00
				Reject R1200: INDIVIDUAL EXISTS UNDER A DIFFERENT DIVISION/PAYROLL CENTER THAN THE ONE ENTERED Change Division/Payroll Center ▾ Go	

3. Click Go.

Enter Subset Information:

Select Division:	D 11 Tguthoi ▾
Select E:	E 1 XYZ Tguthoi ▾
Select Payroll Center:	P 1 WK1 Egglmh ▾

Save Cancel

4. Use the Division, Payroll Center, or other dropdown menus to select the subset information that needs to be updated for the participant and click the **Save** button. The subset information chosen must match the subset on the payroll being submitted in order to resolve the rejection.

Resolving R1200 Rejections 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. On the next step all records selected here will be updated with the same division as the payroll.

SSN	Last Name / Initial	Employee Before Tax
⚠ ☑ **Check All**	**Change Division/Payroll Center**	
123456789 ☑	IDNDFID, A	$50.00
	Reject R1200: INDIVIDUAL EXISTS UNDER A DIFFERENT DIVISION/PAYROLL CENTER THAN THE ONE ENTERED	
123456789 ☑	IDNDFID, B	$25.00
	Reject R1200: INDIVIDUAL EXISTS UNDER A DIFFERENT DIVISION/PAYROLL CENTER THAN THE ONE ENTERED	

3. Click **Change Division/Payroll Center** button.

Continue with the mass update?

All selected records will be updated to **DIVISION XYZ**

Depending on the number of records selected, this process may take a few minutes. After all of the records have been updated, you will see a button to Continue to the remit details screen.

Process Mass Update Back

4. Click **Process Mass Update** button.

> Continue with the mass update?
>
> All selected records will be updated.
>
> Depending on the number of records selected, this process may take a few minutes. After all of the records have been updated, you will see a button to Continue to the remit details screen.
>
> Finished processing 2 of 2 records. Please click 'Continue'.
>
> Continue

5. Click **Continue** button.

Resolving an R1300 Rejection

1. Click on the dropdown menu underneath the rejection message.
2. Select Correct Name from the menu.

Reject	SSN		Delete	Last Name / Initial	Employee Before Tax
⚠️		Update Participant	☐		50.00
				Reject R1300: INDIVIDUAL ACCOUNT EXISTS BUT THE NAME DOES NOT MATCH	
				Correct Name ⌄ Go	

3. Click Go

Resolving an R1600 Rejection

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

Reject	SSN		Delete	Last Name / Initial	Employee Before Tax
⚠️		Update Participant	☐		50.00
				Reject R1600: ACCOUNT IS INACTIVE DUE TO DEATH	
				Reactivate Employee ▾ Go	

3. Click Go.

4. Click the **Trailing Contribution** button.

Resolving an R1700 Rejection

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

3. Click Go

4. If the contribution being submitted for the participant was earned prior to their distribution, click the **Trailing Contribution** button. If the participant has been re-hired, click the **Rehire** button.

SSN	Last Name / Initial	Employee Before Tax
123456789	Jzsosfine, Q	$50.00

Employment and Vesting have not been updated. Please use View/Change Employee or Update Vesting to update Employment and Vesting for this individual.

Do you wish to update ongoing allocations ?

[Yes] [No]

5. When **Rehire** is selected, you will be asked if you wish to update ongoing allocations.
6. Click **No** button if you do not plan to update the participant's ongoing allocations. Click **Yes** button if changes must be made.

Enter New allocations for future contributions:

Investment Option	Fund Short Name	Enter Percentage
International Funds		
ABC Worldwide	ABCWX	0 %
Mid Cap Funds		
ABC Mid-Cap	ABCMX	0 %
Unclassified Funds		
ABC Fund	ABCUX	0 %

Total: 0 %

[Use Default Allocation] [Save] [Cancel]

7. Specify the percentage to assign to each available investment fund indicated by the participant (if given) up to 100% and click the **Save** button. If this information is not available and a default fund exists for the plan, click the **Use Default Allocation** button to assign the participant's allocations to it. If you wish to leave the screen without making changes, click the **Cancel** button.

Resolving R1700 Rejections 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. If any of the records need to be resolved as a re-hire, Mass Clear can't be used. Refer to the instructions for [Resolving an R1700 Rejection](#).

SSN	Last Name / Initial	Employee Before Tax
⚠ ☑ **Check All** **Reactivate Employee for Trailing Contrib** (If anyone listed below has been rehired, you may un-check their record and clear the rejection separately.)		
123456789 ☑	DMODIDN, A	$50.00
	Reject R1700: ACCOUNT IS INACTIVE DUE TO FULL WITHDRAWAL	
123456789 ☑	DMODIDN, B	$25.00
	Reject R1700: ACCOUNT IS INACTIVE DUE TO FULL WITHDRAWAL	

3. Click **Reactivate Employee for Trailing Contrib** button.

Continue with the mass update?

All selected records will be updated.

These trailing contributions will be processed and then full disbursements will be sent per the original disbursement instructions, thereby terminating these participant accounts.

Depending on the number of records selected, this process may take a few minutes. After all of the records have been updated, you will see a button to Continue to the remit details screen.

Process Mass Update   Back

4. Click **Process Mass Update** button.

5. Click **Continue** button.

Resolving an R3800 Rejection

Mark the checkbox under the **Delete** heading and click the **Delete Selected Records** button.

Resolving an R4000 Rejection

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 underneath the rejection message.
3. Select **Revalidate Individual** from the menu.

4. Click Go

Resolving R4000 Rejection repayment 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. The **Add Records** button can be used to insert the record if no blank rows are available.

6. Click **Save Changes / Update Totals** button. Repeat steps 5 & 6 for each additional loan.

Resolving an R4202 Rejection

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 underneath the rejection message.
3. Select **Revalidate Individual** from the menu.
4. Click Go.

If the full adjustment amount is needed:

1. Website support will need to be contacted and the rejecting record removed from the payroll.
2. Mark the checkbox under the Delete heading and click the Delete Selected Records button.
3. The number for website support can be found via the Contact Us link in the top right corner of the webpage.