

July 24, 2017

To: TRS Employers

RE: Changes to TRS Wage & Contribution Reporting System and FY2018 Rates Reminder

**TRS has two important reminders for wage and contribution reporting:**

- 1. We are now in Fiscal Year 2018! You must use the new employer contribution rates that took effect July 1, 2017. See the [Rates & Salary Charts page](#) of the TRS website.**
- 2. TRS must block access to the Wage and Contribution Reporting System beginning at 5:00 pm Tuesday, July 25 and continuing through Thursday, July 27 to implement some important system changes, which are summarized in this memo.**

When you log into the Wage and Contribution Reporting System on or after Friday, July 28, you may notice new features that are designed to improve the quality of TRS member data.

**NEW ERROR MESSAGES**

You may receive an **error message** if you report a new employee and TRS already has a member with the **same SSN** and a **different last name**.

- This may occur if, for example, your new employee previously worked for another TRS employer and has since married or divorced. Or, perhaps that same SSN had been reported to TRS for a different person (this is less common).
- *What should you do?* Call TRS! Our staff will work with you to confirm the employee's correct name and SSN. Once the mismatch has been corrected, the error message will no longer occur when you validate your report.
- *Why is this important?* This change prevents problems such as duplicate TRS member accounts with different SSNs. The member's account balance and service credit cannot accrue properly if that occurs.

You may receive an **error message** if your report includes a **new employee whose mailing address is deemed invalid** (undeliverable) by the U.S. Postal Service.

- TRS has implemented an automatic service that validates U.S. addresses. If the address is known to USPS, the screen will display it with the correct USPS formatting and Zip+4. But if the address is unknown or otherwise is invalid, you will receive an error message when you validate your report.
- *What should you do?* You must confirm the correct mailing address with the new employee and correct it. Perhaps there is a missing apartment number, the P.O. Box number is incorrect, or the street number is wrong.
- *Why is this important?* TRS must have a valid address on file so that we can mail members their account statements, letters, and other important documents.

*Please note:*

- You can use the *Member Search/Edit* screen in the Wage and Contribution Reporting System to correct the employee's invalid address for your current report. Please be sure to correct it in your payroll system, too; otherwise the error may occur again next month. If absolutely necessary, you can use an Override function on the *Member Search/Edit* screen to submit the invalid address to TRS; however, this is discouraged.

## **NEW WARNING MESSAGES**

You may receive a **warning** message if your upload report includes an **invalid address for an existing employee**.

- *What should you do?* You should investigate the address with your employee and correct it in your payroll system. However, because the employee is already a TRS member, we will ignore the invalid address when processing your report. This warning message is informational to help you update your records but will not prevent you from submitting your report to TRS.

## **OTHER CHANGES TO MEMBER ADDRESSES AND CONTACT INFORMATION**

Your upload report will no longer update all of TRS's mailing addresses, phone numbers, and email addresses for active members. Instead, TRS will:

- Accept any *missing* information for **existing** employees (e.g., newly added email addresses or phone numbers)
- Accept all address and contact information that you send for **new employees who are new to TRS**
- Accept address and contact information for your **new employees who are NOT new to TRS** – *if your information is newer*

Specifically, if you are reporting an employee for the first time but that person is already a TRS member, our system will automatically check to see if our mailing address or contact information has been updated in the last 60 days for that member. If it has, TRS will ignore that specific data in your report. (Note: TRS will never ignore the wage and contribution data in your report; this applies only to address and contact information.)

*Why is this important?* This will reduce the incidence of wage and contribution reports overlaying recent, valid address updates in our system, such as after a member has reported an address change with us or TRS has corrected the formatting of the mailing address.

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**TIP:** These changes also are described in the Wage and Contribution Reporting System's online manual.

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If you have any questions, call TRS at (866) 600-4045 or (406) 444-3134.