

# How to resolve incomplete records within an Employment Classification and Contribution File

Step by Step Guide for resolving any incomplete records within a  
WVEIS/COMPASS report:

**Disclaimer: None of the member information shown from screenshots within this guide is real. All data elements have been scrambled and there is no PII reflected for any members.**

If the green Submit button is greyed out and cannot be clicked because of the below onscreen message:

The screenshot shows a web browser window with the URL [http://cprbfwuatweb01.executive.stateofwv.gov/4B\\_SelfService/Employer/Pages/ERDetails.aspx](http://cprbfwuatweb01.executive.stateofwv.gov/4B_SelfService/Employer/Pages/ERDetails.aspx). The page header includes contact information for the West Virginia Consolidated Public Retirement Board (CPRB) and the user's login details: Porter Copp, 001100 - Gilmer County Board Of Education. The main navigation menu includes links for Employer Home, Report, Services, Account, and Admin. A dropdown menu for 'Available Forms' is open, showing an 'Open' button. The report details section shows a report for report # 74736, titled 'Employment Classification & Contribution Report', with a mode of 'File Upload'. Below this, there are instructions for reviewing the report and submitting it. The 'Employment Classifications And Contributions Report' table shows one report for 09/29/2017 with a status of 'Ready'. A detailed table below shows the report's data, including 133 total records, 0 rejected, 13 errors, and 134 total employees. At the bottom, there are buttons for 'Cancel Report', 'Contribution Totals by Pay Period Report', 'Contribution Details by Pay Period Report', and a greyed-out 'Submit' button. A tooltip message points to the 'Submit' button, stating: 'Cannot submit details because there are some enrollments without contributions or there are some records with errors.' The footer contains copyright information for the West Virginia Consolidated Public Retirement Board, 2016.

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COMPASS

-- Available Forms -- Open

Getting Started Details Summary Payments Results

**Report #:** 74736  
**Type:** Employment Classification & Contribution Report  
**Mode:** File Upload

**Instructions:** The table below provides you with a summary of your employment classification and contribution report such as total number of employees in the report, total number of errors, etc. Click on your agency code - name (hyperlink) in the employer column below to review and update your employees' demographic, employment classification, and/or salary and contribution information. Once finished, click on the Submit button to submit the detail report. Please click on the Cancel Report button if you wish to void your current report.

**Employment Classifications And Contributions Report**

Summary	Report Date	Retirement System	Status
71886	09/29/2017	TRS	Ready

Employer	Total Records	Total Rejected	Total Errors	Total Employees	Total Salary	Total EECON	Total ERCON	Error Report
<a href="#">001100 - GILMER COUNTY BOARD OF EDUCATION</a>	133	0	13	134	\$217,301.21	\$13,038.17	\$17,152.73	<a href="#">Error Report</a>

Cancel Report Contribution Totals by Pay Period Report Contribution Details by Pay Period Report Submit

Back

Cannot submit details because there are some enrollments without contributions or there are some records with errors.

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Click on the Agency Name and Code underlined in blue, this is a hyperlink that will take you to the following page and the Show Errors Only checkbox will be checked by default.

The screenshot displays the COMPASS web application interface. At the top, there is a navigation bar with the following elements:
 

- Logo: C P R B
- Address: 4101 MacCorkle Avenue SE, Charleston, West Virginia 25304
- Contact: Telephone (304) 558-3570 or (800) 654-4406 (Nationwide); Fax (304) 558-1394 or (304) 558-5455 | Email: CPRB@wv.gov
- User: Porter Copp, 001100 - Gilmer County Board Of Education
- Buttons: Log Out, UserGuide, Last Login:
- Navigation: Employer Home, Report, Services, Account, Admin
- COMPASS logo

Below the navigation bar, there is a breadcrumb trail: Getting Started > **Details** > Summary > Payments > Results. A dropdown menu shows "-- Available Forms --" with an "Open" button.

The main content area displays the following information:
 

- Report #:** 74736
- Type:** Employment Classification & Contribution Report
- Mode:** File Upload

An **Instructions** box provides guidance:
 

- Click on Action ⚙️ menu to update demographics, employment classification or salary/contribution information for an employee.
- To search for an employee, click on the ▼ Icon and enter SSN, CPRB ID or name in the Search Employee section to search for an employee within the report.
- To add a new employee to the report, click on the Add New button and enter the pertinent details.
- Check the Show Errors Only  Icon to review the employees with errors or uncheck the Show Errors Only  Icon to display all of the employees within the report.
- ⊕ Icon in Employee Details will allow you to view any contribution information for an employee. You can select the radio button to review any errors for the employee. Select the Delete option from the Action ⚙️ menu to delete an employee contribution detail from the report. Once you've updated all employees, please click on the Return to Submit Detail button to submit the report.

A section header reads: 001100 - GILMER COUNTY BOARD OF EDUCATION / Employment Classifications And Contributions Report

The **Search Employee** section includes a search icon (▼) and an "Add New" button.

The **Employee Details** section features a table with the following columns: Actions, Last Name, First Name, CPRB ID, Birth Date, SSN, and Error Count. The "Show incomplete records only" checkbox is unchecked, and the "Show Errors Only" checkbox is checked.

		Actions	Last Name	First Name	CPRB ID	Birth Date	SSN	Error Count
<input type="radio"/>	⊕	⚙️	BEDARD	EARL	551251	01/23/1967	XXX-XX-6594	3 (E=2) (C=1)
<input type="radio"/>	⊕	⚙️	CAREW	LARRY	531226	08/06/1975	XXX-XX-4884	2 (E=2) (C=0)
<input type="radio"/>	⊕	⚙️	DUGGAN	HANS	526931	06/19/1989	XXX-XX-9624	2 (E=2) (C=0)
<input type="radio"/>	⊕	⚙️	FORSYTHE	ALEXUS	530753	09/27/1957	XXX-XX-8434	2 (E=2) (C=0)
<input type="radio"/>	⊕	⚙️	GARRARD	BRADLEY	343633	10/12/1970	XXX-XX-5764	1 (E=1) (C=0)
<input type="radio"/>	⊕	⚙️	HODGKINS	AL	540963	10/11/1966	XXX-XX-9718	1 (E=1) (C=0)

There is a new checkbox that has been added that says Show incomplete records only. If you uncheck the Show Errors Only box, and check the Show incomplete records only box, then any records that do not have any contributions attached will be displayed as below:

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Log Out

COMPASS

Employer Home Report Services Account Admin

-- Available Forms -- Open

Getting Started Details Summary Payments Results

**Report #:** 74736  
**Type:** Employment Classification & Contribution Report  
**Mode:** File Upload

**Instructions:** Click on Action ⚙️ menu to update demographics, employment classification or salary/contribution information for an employee. To search for an employee, click on the 🔍 Icon and enter SSN, CPRB ID or name in the Search Employee section to search for an employee within the report. To add a new employee to the report, click on the Add New button and enter the pertinent details.  
 Check the Show Errors Only  Icon to review the employees with errors or uncheck the Show Errors Only  Icon to display all of the employees within the report.  
 Icon in Employee Details will allow you to view any contribution information for an employee. You can select the radio button to review any errors for the employee. Select the Delete option from the Action ⚙️ menu to delete an employee contribution detail from the report. Once you've updated all employees, please click on the Return to Submit Detail button to submit the report.

001100 - GILMER COUNTY BOARD OF EDUCATION / Employment Classifications And Contributions Report

Search Employee 🔍

Add New

Employee Details  Show incomplete records only  Show Errors Only

	Actions	Last Name	First Name	CPRB ID	Birth Date	SSN	Error Count
<input type="radio"/>	<input checked="" type="checkbox"/> ⚙️	Courtney	Chrissy		02/24/1980	XXX-XX-5944	0 (E=0) (C=0)

Display Records 10 Page 1 Of 1 Prev Next

Continue to Contributions  
 Return to Submit Details

If you click on the plus sign next to the Action gear wheel, then an empty row will expand:

The screenshot shows the COMPASS web application interface. At the top, there is a navigation bar with the following elements:

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- Contact: Telephone (304) 558-3570 or (800) 654-4406 (Nationwide), Fax (304) 558-1394 or (304) 558-5455 | Email: CPRB@wv.gov
- User: Porter Copp, 001100 - Gilmer County Board Of Education
- Buttons: Employer Home, Report, Services, Account, Admin
- COMPASS logo
- Available Forms dropdown menu

The main content area includes a breadcrumb trail: Getting Started > Details > Summary > Payments > Results. Below this, the report details are shown:

- Report #:** 74736
- Type:** Employment Classification & Contribution Report
- Mode:** File Upload

An instructions box provides guidance on using the Action menu (gear icon) to update demographics, employment classification, or salary/contribution information. It also mentions the Show Errors Only checkbox and the Add New button.

The main section is titled "001100 - GILMER COUNTY BOARD OF EDUCATION / Employment Classifications And Contributions Report". It features a "Search Employee" field with a dropdown arrow and an "Add New" button.

The "Employee Details" section includes a table with the following columns: Actions, Last Name, First Name, CPRB ID, Birth Date, SSN, Error Count, Contribution Group, Pay Period, Salary, EECON, ERCON, Position Status, Job Position, and Payment Reason. The table contains one row for Courtney Chrissy, with a gear icon in the Actions column. The "Show incomplete records only" checkbox is checked, and "Show Errors Only" is unchecked.

At the bottom, there is a pagination control showing "Display Records" set to 10, "Page 1 Of 1", and "Next" button.

This generally happens when the person has more than one contribution row in the file, and one of them is empty. It is unclear why this is happening and we are currently researching how this occurs.

If the member should have contributions reported and already does have one row with the correct salary, days and contributions, but also has one blank contribution row, then we can delete the empty contribution row from this screen, by selecting the Delete option from the Action gear wheel:

The screenshot shows a web browser window with the URL [http://cprbfwuatweb01.executive.stateofwv.gov/4B\\_SelfService/Employer/Pages/ERDetails.aspx](http://cprbfwuatweb01.executive.stateofwv.gov/4B_SelfService/Employer/Pages/ERDetails.aspx). Below the browser is a blue informational box with instructions: "Check the Show Errors Only  Icon to review any errors associated with the employee or uncheck the Show Errors Only  Icon to display all contribution details for the employees within the report. You can select the radio button to review any errors for the employee. Select the Delete option from the Action menu to delete an employee's contribution detail from the report. Once finished, click on the Details button above to return to the Search Employee screen."

The main content area is titled "001100 - GILMER COUNTY BOARD OF EDUCATION / Employment Classifications And Contributions Report". It contains two main sections:

**Employee Contributions**

Employee SSN: 233 - 17 - 5944      CPRB ID:   
First Name: Chrissy      Last Name: Courtney  
Payment Reason: -- Select --   
           

**Employee Details**  Show Errors Only

<input type="radio"/>		Courtney, Chrissy	09/08/2017	TRSPN9	Regular Pay	\$1,500.00	\$90.00	\$112.50	0	
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Display Records       Page  of 1           

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An incomplete record can also happen when a person has been deleted off the file and re-added without continuing to the Contributions. The Contributions can be added for an incomplete record:

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Employer Home | Report | Services | Account | Admin

-- Available Forms -- [v] Open

Getting Started > **Details >** | Summary > | Payments > | Results

**Report #:** 74736      **Type:** Employment Classification & Contribution Report      **Mode:** File Upload

**Instructions:** Click on Action ⚙️ menu to update demographics, employment classification or salary/contribution information for an employee. To search for an employee, click on the ▾ Icon and enter SSN, CPRB ID or name in the Search Employee section to search for an employee within the report. To add a new employee to the report, click on the Add New button and enter the pertinent details. Check the Show Errors Only  Icon to review the employees with errors or uncheck the Show Errors Only  Icon to display all of the employees within the report.  Icon in Employee Details will allow you to view any contribution information for an employee. You can select the radio button to review any errors for the employee. Select the Delete option from the Action ⚙️ menu to delete an employee contribution detail from the report. Once you've updated all employees, please click on the Return to Submit Detail button to submit the report.

**001100 - GILMER COUNTY BOARD OF EDUCATION / Employment Classifications And Contributions Report**

**Search Employee** [v]

**Employee Details**       Show incomplete records only     Show Errors Only

		Actions	Last Name	First Name	CPRB ID	Birth Date	SSN	Error Count	
<input type="radio"/>	<input type="checkbox"/>	⚙️	Courtney	Chrissy		02/24/1980	XXX-XX-5944	0 (E=0) (C=0)	
		<ul style="list-style-type: none"> <li>Demographics</li> <li>Employment Classification</li> <li>Contributions</li> <li>Delete</li> </ul>			EECON	ERCON	Position Status	Job Position	Payment Reason

Display Records 10 [v]      Page 1 [v] Of 1      [Prev]      [Next]



Clicking on the Contributions option from the drop down will take you to the following screen:

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Getting Started > Details > Summary > Payments > Results

**Report #:** 74736      **Type:** Employment Classification & Contribution Report      **Mode:** File Upload

**Instructions:** To add new contribution information for an employee (for example to add contribution details for a newly hired employee, to add an overtime salary for an employee etc.) to the report, click on the Add New button and enter the pertinent details. Check the Show Errors Only  Icon to review any errors associated with the employee or uncheck the Show Errors Only  Icon to display all contribution details for the employees within the report. You can select the radio button to review any errors for the employee. Select the Delete option from the Action ⚙️ menu to delete an employee's contribution detail from the report. Once finished, click on the Details button above to return to the Search Employee screen.

001100 - GILMER COUNTY BOARD OF EDUCATION / Employment Classifications And Contributions Report

Employee Contributions

+ Add New

Employee Details  Show Errors Only

Actions	Name	CPRB ID	Pay Period	Contribution Group	Payment Reason	Salary	EECON	ERCON	Errors
Your Search within this report did not produce any results.									

< Employment Classifications

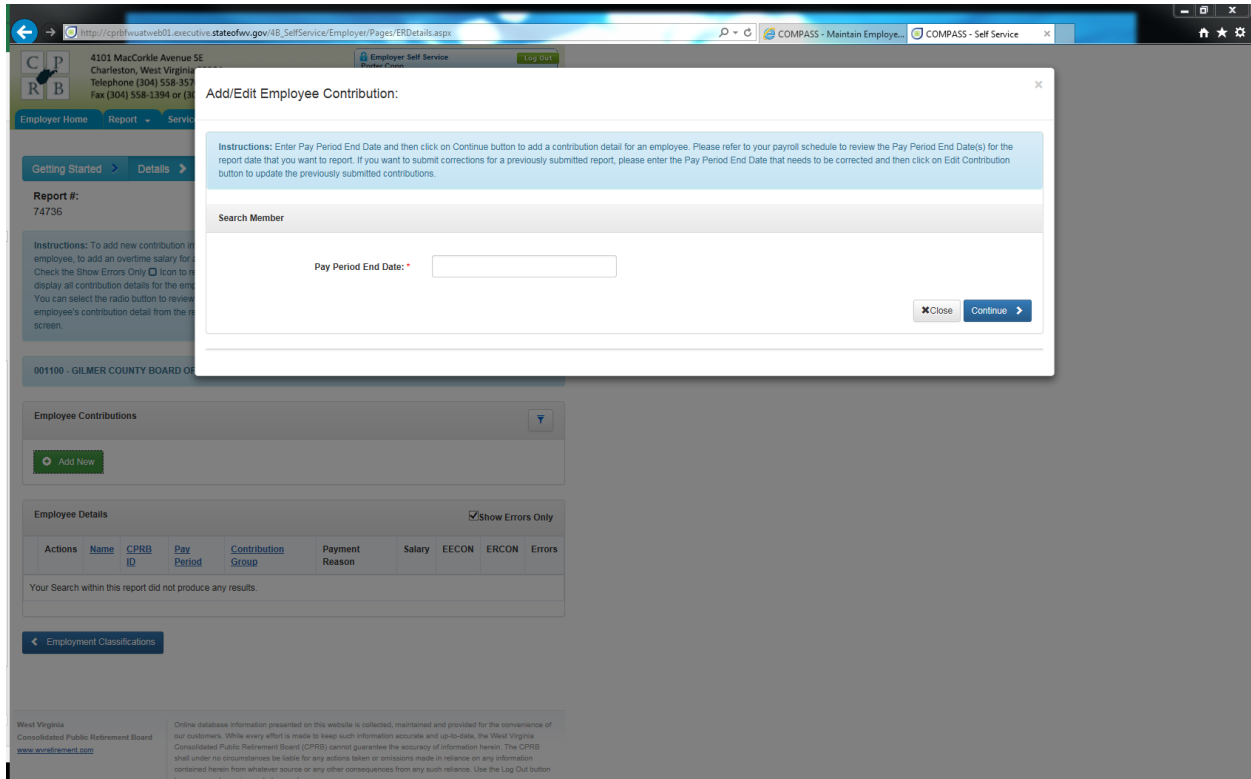
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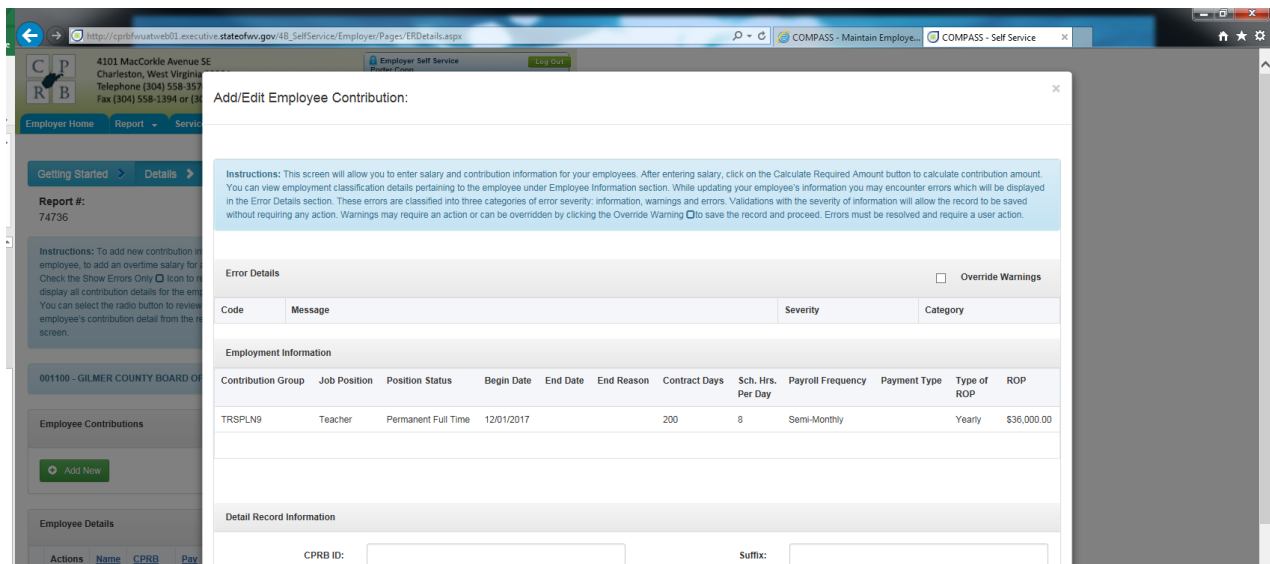
Because there is no contribution row for this member, and the Show Errors Only checkbox is checked, we see the message “Your search within this report did not produce any results.”



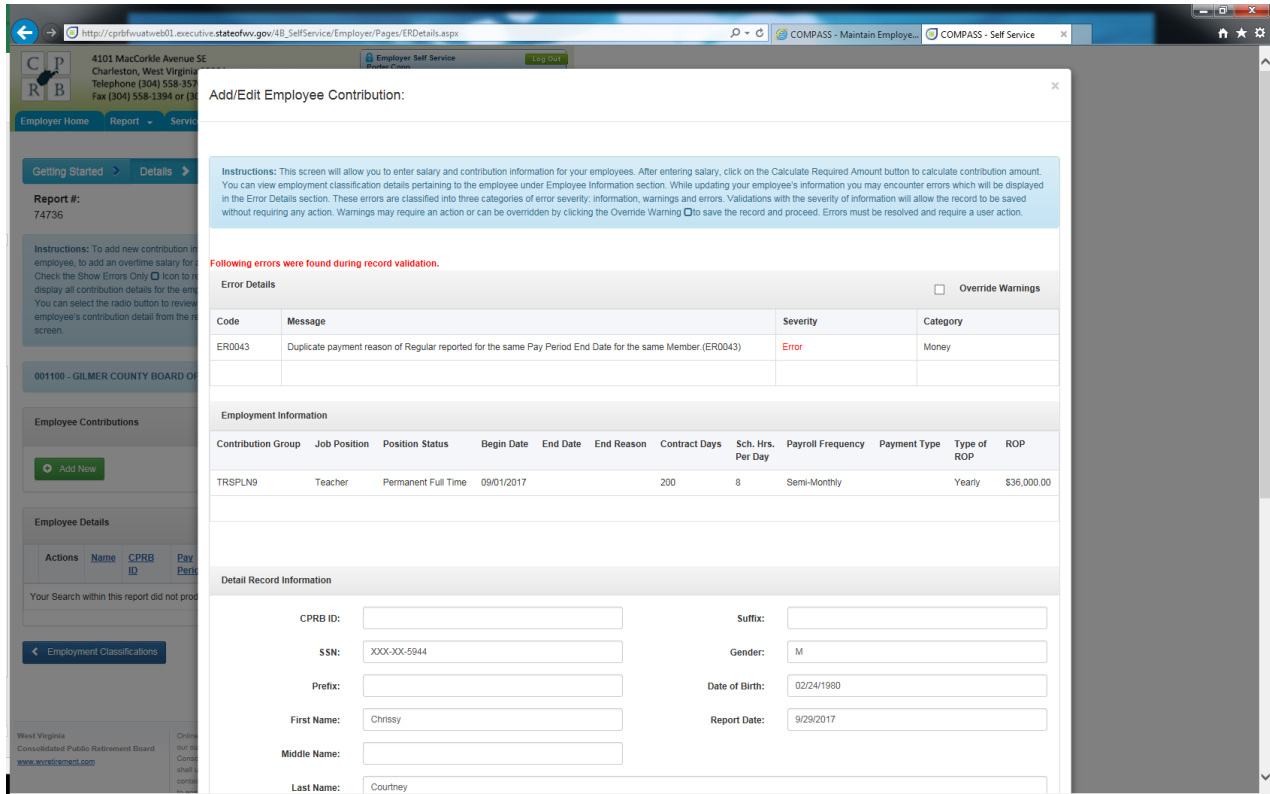
To add a contribution for the member, click on the green Add New button and this will launch a pop up window for you to enter in the pay period end date for the salary and contributions you wish to report.



Once you enter the pay period end date, and click on Continue, you will be taken to a pop screen to enter in the salary, days worked and contribution information for the member.



If the person is in your file twice, and already has a contribution reported for that same pay period end date, then you will see the following error message when you try to add the contribution record:



ER0043: Duplicate payment reason of Regular reported for the same Pay Period End Date for the same member.

If you close the pop up window, by clicking anywhere outside of it, or clicking on the Close button on the bottom right or clicking on the X in the upper right, you will be returned to the screen with no contributions showing.

Click on the Return to Employment Classification button on the bottom left of the screen.

You will be returned to the list of incomplete records only, since that is the last checkbox selected. Uncheck the Show incomplete records only checkbox.

Expand the search fields by clicking on the filter icon. Search using any of the fields available for the member that had ER0043.

Click on the plus sign next to the Action gearwheel and you should see the below result:

**Report #:** 74736      **Type:** Employment Classification & Contribution Report      **Mode:** File Upload

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**001100 - GILMER COUNTY BOARD OF EDUCATION / Employment Classifications And Contributions Report**

**Search Employee** ▼

Employee SSN:  -  -       CPRB ID:

First Name:       Last Name:

Search by Contribution Group:  ▼

[More](#)

**Employee Details**       Show incomplete records only       Show Errors Only

	Actions	Last Name	First Name	CPRB ID	Birth Date	SSN	Error Count			
<input type="radio"/>	<input type="button" value="⚙️"/>	Courtney	Chrissy		02/24/1980	XXX-XX-5944	0 (E=0) (C=0)			
		<b>Contribution Group</b>	<b>Pay Period</b>	<b>Salary</b>	<b>EECON</b>	<b>ERCON</b>	<b>Position Status</b>	<b>Job Position</b>	<b>Payment Reason</b>	
		TRS Plan 9	09/08/2017	1500.00	90.00	112.50	Permanent Full Time	Teacher	Regular Pay	<input type="button" value="✎"/>