

SUBJECT: Post – Go Live Update

Employer,

Upon completing the end of our first month using the new Employer Reporting Portal, we would like to share some unexpected setbacks and solutions that were discovered during this period.

1. Employers must **not** post/pay more than one month of contributions a day, per employer.

When an employer tries to submit more than one monthly report or payment within a 24-hour period, all processing in the system stops and will not resume until reset by the vendor. FRS is working with the vendor to change this process, but until notified otherwise, please do not post or pay more than one month of contributions per day for an employer.

2. If errors are identified in the portal and corrections are made, those same corrections must be made to the file submitted to FRS through the Dropbox. Remember to upload a copy of what you enter in the portal to Dropbox (this is only temporary as we are running parallel between the new system and our old system).
3. When uploading to Dropbox, only upload either a CSV file or FLAT/TEXT file. If you are manually entering data in the portal, use our CSV template provided to you on April 4, 2024, and upload that template to both the Employer portal and Dropbox.
4. When the portal asks for a payroll date, use the payroll month that you are reporting for, not the actual payroll date. Example: if there are 2 payrolls in a month, 04/15/2024 and 04/30/2024, use the last date as the date for the file, (XXX042024) XXX represents your employer number, 04 represents the payroll month, and 2024 represents the calendar year. Each employee should only have one row for the month, unless you are making corrections for previous months

If there are any questions, please let us know. We appreciate each of your efforts and flexibility as we work through various issues encountered during implementation.

Regards,

FRS PTG Implementation Team

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