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# Voya Data Gateway

USER GUIDE

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## **Document Information**

This document is maintained by Voya Institutional Plan Services.

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# General Payroll Information

## Standard Contribution Guidelines

- Contribution files in good order (IGO) that are submitted before pay date or on pay date and funding is approved by market close will process on pay date.
  - For the purposes of this guide, pay date = Due Date.
- Contribution files in good order (IGO) that are submitted after market close on pay date will process the next business day.
- Contribution files in good order (IGO) that are submitted after pay date will process that business day if submitted before market close and funding is approved or the next business day if after market close, weekend or a stock market holiday.
  - A file in good order (IGO) is defined as follows:
    - Contribution file is received
    - No errors identified by the system when processing the work order
    - File reconciles to funding received

**Note:** Generally, market close = 4:00 pm Eastern. However, this may be earlier, should the market close for trading prior to 4:00 pm Eastern.

## Contribution Funding

- Contributions will be funded via Voya-initiated ACH debit.
  - The ACH request will be sent to your bank upon Funding Approval.
- If an ACH debit transaction fails due to insufficient funding, Voya will notify the employer (according to the contact information on file).
- Voya can initiate another ACH debit after confirmation from the employer the funds will be available in the account.
- If funding is not made whole within 5 business days, the contributions will be reversed and the employer will be responsible for any associated loss.

## Employer Banking Information/Payroll Schedule Updates

- If you require updates to your banking information/payroll schedule, contact the Voya Payroll Team via email or the Help Line using the address or telephone # assigned to you at Implementation.
- Fax the signed, completed form to Voya using the fax # assigned to you at Implementation.
- Changes will be made within five (5) business days.

## Questions for Voya Payroll Team

- Questions can be directed to the Voya Payroll Team via email or the Help Line using the address and telephone # assigned to you at Implementation.
- Email: General payroll inquiries, requests for adjustments to files, negative contributions or corrections needed
  - Please reference your 4-digit Employer Code and the topic of correspondence in the subject line
- Employer Payroll Help Line
  - Payroll Team members will be available from 9:00 a.m. – 5:00 p.m. EST

# Voya Data Gateway Overview

Voya Data Gateway is a user-friendly payroll contribution processing tool available through Voya's Sponsor Web application. This electronic interface automatically reconciles the data you provide to Voya with its recordkeeping system, giving you complete control over payroll processing accuracy.

## Features

Voya Data Gateway allows for processing of Payroll activities. Each occurrence of an activity is known as a Work Order, which flows through a variety of statuses as it moves from initiation to posting on the record keeping system or another completion step. All work orders are tracked within Voya Data Gateway and share some standard processing steps:

- **Data Collection** – Voya Data Gateway allows collection of work order data through electronic files and through a set of online data entry screens. The various methods for collecting data are detailed within this document under the Work Order Processing section. The objective of the collection component is to efficiently get the data into the system through the available tools.
- **Error Validation** – Work orders that successfully complete the collection process will advance to use of Voya Data Gateway's multiple tools available for error validation. The validation processes are designed to ensure the data that was collected is acceptable or 'in good order.' In the event Voya Data Gateway discovers problems during its validation processes, the validation components provide for efficient correction of the problems. The methods for correcting problems encountered during validation are contained within this document under the **Error Validation** section.
- **Post to Recordkeeping System** – Voya Data Gateway loads transactions to the record keeping system for processing after they have been deemed in good order and completed the funding approval process. Voya Data Gateway also simulates transactions to the record keeping system for trial posting during validations.

Voya Data Gateway will enable you to perform the following functions:

- Upload payroll contribution files for scheduled payroll cycles
- Input contribution data for an unscheduled Work Order
  - This may be used for single check runs or miscellaneous unit pay situations
- Funding will be via the Automated Clearing House (ACH) Debit method from the employer's banking information on file with Voya

## Hours of Availability

Voya Data Gateway is available during the same hours Sponsor Web is available. Sponsor Web will be unavailable due to routine systems maintenance on Sundays from 6:00 a.m. to 9:00 a.m. EST.

# Sponsor Web and Voya Data Gateway Access

## Initial Registration Process

The following steps detail how to proceed through the initial registration process and establish a profile for Sponsor Web before you can access Voya Data Gateway.

1. To obtain or remove access to Sponsor Web and Voya Data Gateway, contact your Plan Manager for proper form. Voya will establish access within 5-7 business days of receipt of the form in good order.  
Since Voya Data Gateway allows access to sensitive data, it is important for you to contact Plan manager as soon as possible if a User ID for a terminated employee must be removed.
2. **Watch for two registration emails from Voya Sponsor Web.** One will contain a registration link, and the other will contain a registration code. Click on the link and type (or copy & paste) the registration code when prompted.
3. **Choose a user ID and password.** IDs must be 6 characters long. Passwords must be at least 8 characters long and contain an upper-case letter, a lower-case letter, and a number. Note that passwords are case-sensitive.
4. **Set up your security code delivery options.** Your initial code will be delivered via email, but you may also set up delivery via SMS/text message or mobile app. You will need to enter a security code if you access the site with a new computer, a new browser, or if you need to reset your ID or password.
5. **Register your computer (optional).** Registering your computer or device allows you to bypass security code entry when accessing the site; only the User ID and password will be needed for access. Otherwise, you will be prompted to request and input a security code each time you log in.

## Sponsor Web Logon

This section describes how you will access Sponsor Web after the Initial Registration Process has been completed and a user ID and password have been established. Voya Data Gateway is a function of Sponsor Web and requires that you log into this application first.

1. Go to <https://sponsor.voya.com>. You will see the Sponsor Web login page.

**VOYA**  
Financial Group

**Welcome to Sponsor Web**

User ID  
  
[Forgot your User ID?](#)

Password  
 **Go**  
[Forgot your Password?](#)

**New to the Sponsor Site?**  
[Help | Contact Us](#)

Please contact the plan administrator at your organization to begin the registration process. If you are the plan administrator, or if there is no designated plan administrator at your organization, please contact your Voya Plan Manager.

For password resets, please call the Voya Financial Application Support Team at (877) 214-1516.

Insurance products, annuities and funding agreements are issued by Voya Retirement Insurance and Annuity Company ("VRIAC"), Windsor, CT. VRIAC is solely responsible for its own financial condition and contractual obligations. Plan administrative services provided by VRIAC or Voya Institutional Plan Services LLC ("VIPS"). VIPS does not engage in the sale or solicitation of securities. All companies are members of the Voya family of companies. Securities distributed by Voya Financial Partners LLC (member SIPC) or third parties with which it has a selling agreement. All products and services may not be available in all states.

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2. Enter your user ID and password and click **Go** to continue.

**Note:** Sponsor Web user IDs cannot be shared between users. Each user needs his/her own unique user ID and password. If you have any questions about logging in, contact your Sponsor Web support staff.

**Note:** If you are logging in from a non-registered device, you will also be prompted to enter a one-time passcode and asked to register the device before entering the site. The one-time passcode will be delivered to the email address or mobile number associated with the User ID entered.

3. If you have permission to access more than one employer, you will see the Select a Company Code screen. You can select any of the employers listed and click **Continue**.

**Note:** Voya Data Gateway will enable you to access all your affiliated employers. Access is not limited to the employer selected on the Select a Company Code screen on Sponsor Web.



**VOYA**  
FINANCIAL

**Welcome to Sponsor Web**

Select a Company Code

☐ TEST LOCATION NAME 9982

☐ TEST LOCATION NAME 9983

**Continue**

**Voya® Sponsor Web**

Insurance products, annuities and funding agreements are issued by Voya Retirement Insurance and Annuity Company ("VRIAC"), Windsor, CT. VRIAC is solely responsible for its own financial condition and contractual obligations. Plan administrative services provided by VRIAC or Voya Institutional Plan Services LLC ("VIPS"). VIPS does not engage in the sale or solicitation of securities. All companies are members of the Voya family of companies. Securities distributed by Voya Financial Partners LLC (member SIPC) or third parties with which it has a selling agreement. All products and services may not be available in all states.

- You will see the Sponsor Web home page. Click on the Plan Name link.

RETIREMENT SAVINGS PLAN 555555

[Home](#) | [Profile](#) | [Help](#) | [Contact Us](#) | [Logout](#)

**Welcome**   **Test User**   |   **Your last login: 04/30/2019 at 11:06 AM EDT**

RELATIONSHIP SUMMARY

### Your Plan List

Total Defined Contribution Plans: 1  
Total Relationship Balance: \$4,369,587,921.60

Plan Name	Plan Number	Participants	Total Balance	YTD Contributions
Retirement Savings Plan	555555	36,017	\$4,369,587,921.60	\$4,369,587,821.47

[View All Participants >>](#)

**Search**

☒ By Participant ☐ By Plan

Last Name

First Name

OR

SSN (last 4 digits)

Employee ID

XXX - XX -

Partial strings at a minimum of 4 characters may result in a higher number of responses.

[Search](#)

**Sponsor Resources**

**Email Phishing Alert**  
Voya has received an industry-wide fraud alert that we would like to share. Companies in our industry have reported that fraudsters are posing as senior executives and sending deceptive emails to plan administrators. Their goal is to obtain personally identifiable customer information, financial information or login information for the purpose of stealing account assets. The email handle may mimic the executive's name, but the domain is generally not recognized as one that is hosted by the employer. Please note that no Voya customer accounts have been compromised by this fraud; however, we encourage our clients to be aware of anything that appears suspicious. When in doubt, call the individual who you believe is sending the email before replying, revealing sensitive information or transacting business. We also encourage you to learn more about Voya's commitment to customer security, and the steps you can take to help protect yourself by visiting our website.

For Corporate, Government, Education and Healthcare:  
[Legislative\\_e-lert](#)

**News Center**

**Voya Insights for Plan Sponsors**  
03/22/2017

[View All News >>](#)



5. You will see the Plan Summary dashboard.

Home | Profile | Help | Contact Us | Logout

Relationship Summary | Plan Info | Processing Center

RETIREMENT SAVINGS PLAN 555555

Print

Plan Summary

Information as of 05/22/2019

Address  
1 Main Street  
City, State, Zip Code

Total Participants  
42,924  
Plan Type  
Other

Balance Information

View Plan Details

Balance

\$4,369,672,681.79

Total Balance

\$4,369,672,681.79

Balance By Source of Money

Qualified Rollover Account  
\$2,003,074,942.07

457 Rollover  
\$1,500,929,673.77

After-Tax Rollover Account  
\$500,331,315.61

Voluntary After-Tax Account  
\$200,333,348.56

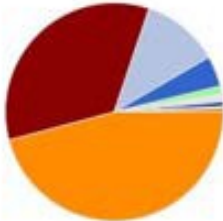
Mandatory Employee Contrib  
\$50,063,644.72

Employer Contributions  
\$50,063,177.61

Mandatory Employee Contrib  
\$30,110,217.21

Employer Contributions  
\$13,686,681.79

Remaining Sources  
\$21,079,680.45



Show Results By: ☒ \$ ☐ %

View Balance Details By: Source | Investment | Asset Class

Search

☒ By Participant ☐ By Plan

Last Name

First Name

OR

SSN (last 4 digits)  
xxx - xx -

Employee ID

Partial strings at a minimum of 4 characters may result in a higher number of responses.

Search

Quick Links

Reports

Plan Access

Standard Reports

On Demand Reporting

Plan links

Voya Data Gateway

Address  
1 Main Street  
City, State, Zip Code

October 2022

Page 9

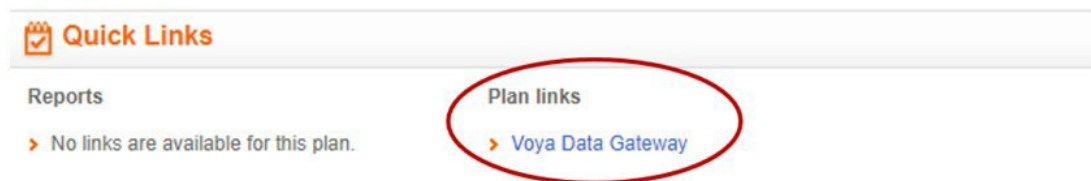
## Voya Data Gateway Access

Voya Data Gateway may be accessed in one of two ways from the Plan Summary Dashboard:

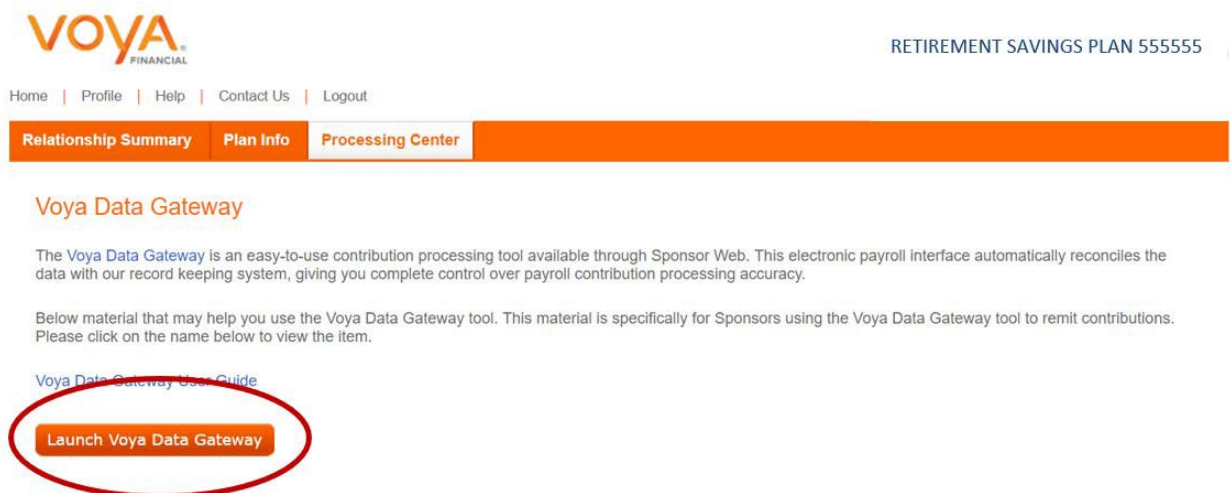
- a. Go to **Processing Center** on the top menu and select [Voya Data Gateway](#).



- b. Scroll down to **Quick Links** and click [Voya Data Gateway](#) under Plan links



1. Click **Launch Voya Data Gateway**.



2. The Voya Data Gateway Advanced Search page will display in a new window. You can then search for any Work Orders previously submitted or initiate the submission of a new Work Order.

The screenshot shows the 'Advanced Search' page of the Voya Data Gateway. The top navigation bar includes 'Home', 'Payroll', and 'Reports'. A 'Quick Search' bar is on the right. The main content area is titled 'Advanced Search' and contains several filter sections: 'Work Order Type' with dropdowns for 'Work Order Group' and 'Work Order Type', an 'Include Inactive' checkbox, and 'Work Order Status' with dropdowns for 'Step' and 'Status'. Below these are 'Generation Method', 'Frequency', and 'Participant Group' dropdowns, along with 'Date From' and 'Date To' date pickers. A 'Search' button and a 'Reset' button are on the right. The 'Work Order Listing' section below the filters is empty, showing the message 'There are no Work Orders to display.'

**Note:** Browser popup blockers should be disabled to run the Voya Data Gateway application. Once in the Voya Data Gateway application, your user ID and password will determine which retirement plan(s) and division(s) you may access. For password resets, please call the Voya Financial Application Support Team at (877) 214-1516.

## Session Timeout

Voya Data Gateway will notify you when the user session is about to end due to an extended period of inactivity. You then have the option to either continue the session or to log off.

- If you select “Continue Working,” you will be returned to the current screen and should immediately save your work
- If you select “Logoff,” Voya Data Gateway will navigate to the login screen and any **unsaved data will be lost**

If no selection is made and the session expires, Voya Data Gateway navigates you to the login screen, and any **unsaved data will be lost**.

The screenshot shows a 'Continue Working?' dialog box. It has a title bar with the text 'Continue Working?'. The main text inside the dialog box reads: 'Your session will expire soon! Please click Continue Working to prevent the loss of your active session. *You should save your work.* Otherwise, click Logoff to be automatically redirected to the login page; you will lose any changes you have made.' At the bottom of the dialog box, there are two buttons: 'Logoff' and 'Continue Working'.

## Advanced Search Page

The Advanced Search page allows you to track and manage your work orders by providing a view of all permissible work orders at all stages of the process. The page displays your selected Client Name and provides basic information about each work order, such as sortable columns for type, due date, frequency, etc.

By default when first accessed in a session, the Advanced Search page lists all work orders in all statuses (except Deleted status) within the default date range showing in the Advanced Search section.

The Advanced Search page includes the following functions:

- Advanced Search
- Quick Search
- Work Order Listing

### Advanced Search function

The Advanced Search function allows you to filter the work order list using any of the criteria illustrated below:

- Work Order Type
- Work Order Status
- Generation Method
- Frequency
- Participant Group
- Date From
- Date To

### Quick Search function

The Quick Search function allows you to search for a specific known Work Order ID.

- The search field is available in all screens except Edit Data and Correct Errors.
- Enter the work order ID to be searched and press ENTER to launch the search.
- Voya Data Gateway searches across all Clients / Plans / Participant Groups that are permissible to you.

- If Voya Data Gateway finds the work order and you have the necessary permissions, Voya Data Gateway opens the Work Order Detail for the work order in the relevant Client.
- If you do not have permission to view the work order for any reason, Voya Data Gateway displays a message
- If you enter invalid text in the search field, Voya Data Gateway displays a message
- If the user enters a work order that has been cancelled and is not available to be reinstated as an active work order, Voya Data Gateway displays a message

## Work Order Listing

Work Order Listing

Work Order Description	Group	Due Date ▼	Frequency	Type	Method	Status	Amount	Work Order Id	Bank Account	Actions
------------------------	-------	------------	-----------	------	--------	--------	--------	---------------	--------------	---------

The Work Order Listing section shows the work orders that have been returned via search parameters from Advanced Search. The default list when you first access Advanced Search uses the dates shown in the date range, as configured by the Administrator.

If you use Advanced Search to filter for specific values, the Work Order Listing will update as a result.

Work Order Listing also allows you to take action on a Work Order, drill down to the work order's details, or view any notifications associated with the work order. Some actions are only available with specific work order types. You may click on the following column headers to sort work orders in ascending-descending order, or descending-ascending order.

- Work Order Description
- Due Date
- Frequency
- Type
- Method
- Status
- Amount
- Work Order Id

# Notifications

Various notifications are available in Voya Data Gateway. Depending on which have been established for your profile, you may receive any of the following:

- Payroll Reminder – prior to due date
  - You will receive an email reminder before a file is scheduled to be sent or payroll uploaded into Voya Data Gateway.
  - This reminder will be sent two days prior to the due date specified for Payroll data in the Payroll Calendar at 12:00 p.m. EST.
- Payroll Reminder – on due date
  - You will receive an email reminder the day a file is due to be sent or payroll uploaded into Voya Data Gateway.
  - This reminder will be sent on the due date specified for Payroll data in the Payroll Calendar at 12:00 p.m. EST.
- Payroll Reminder – after due date
  - You will receive an email reminder the day after a file is due to be sent or payroll uploaded into Voya Data Gateway.
  - A reminder email will be sent daily until file is received
  - Voya will only send an e-mail for a late work order if there are employees in the plan for that employer

**Note:** If there are no active employees in the plan for a location, the work order will not be considered late and will be deleted by Voya.

- Loading Errors
- Validation Errors
- Data Validation

# Work Order Process Overview

Here is a high level overview of the work order process detailed in this user guide.

- Establish Existing Work Order
  - Use recurring work order
  - Create new non-recurring work order
- Populate an Existing Work Order
  - Manually populate
  - Copy previous work order to current work order
  - Add transactions to work order via file upload
- Submit Work Order for Validation
- Correct Errors, if applicable
- Complete Work Order

## Establish Existing Work Order

There are 2 methods to establish an existing work order:

- Use recurring work order
  - This method will be used on a per payroll frequency basis
- Create new non-recurring work order
  - This method will be used on an exception basis

## Use Recurring Work Order

Voya Data Gateway establishes recurring work orders based on payroll frequency and initial due date. Although the Work Order Listing below illustrates recurring work orders based on a daily frequency, you will see the frequency and projected due dates applicable to your employer.

1. Click the [actions](#) link next to the recurring work order where the Due Date mostly closely corresponds to your next pay date.

Client Select / [Dashboard](#) / Advanced Search

### Advanced Search

Work Order Type:  - Work Order Group -  - Work Order Type -  ☐ Include Inactive

Work Order Status:  - Step -  - Status -

Generation Method:  Recurring  Frequency:  - Frequency -  Participant Group:  - Participant Group -

Date From:  3/24/2019  Date To:  6/24/2019

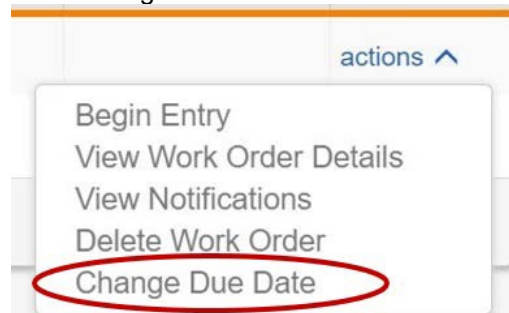
### Work Order Listing

Work Order Description	Group	Due Date	Frequency	Type	Method	Status	Amount	Work Order Id	Bank Account	Actions
555555 Payroll File 1	ALL	5/23/2019	Daily	Payroll_4856	Recurring	New	\$0.00	1414		<a href="#">actions</a> ▼
555555 Payroll File 2	ALL	5/24/2019	Daily	Payroll_4856	Recurring	New	\$0.00	1424		<a href="#">actions</a> ▼

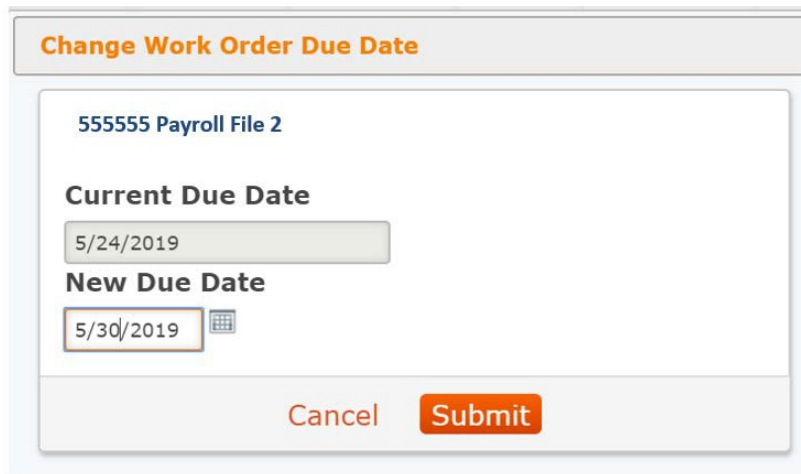
Showing 1 - 2 of 2 first | prev | next | last Page 1 of 1

**Note:** If you need to change the due date of work order, you must do that before you enter any data into that work order. The date cannot be changed once data is entered into the work order.

Click Change Due Date. You will see the Change Work Order Due Date screen.

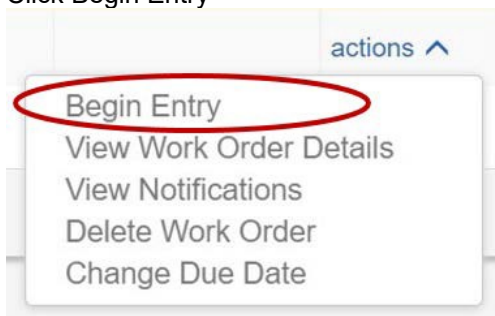


Input the actual pay date under New Due Date and click **Submit**. The due date will be changed on your work order and you may proceed to step 2 below.

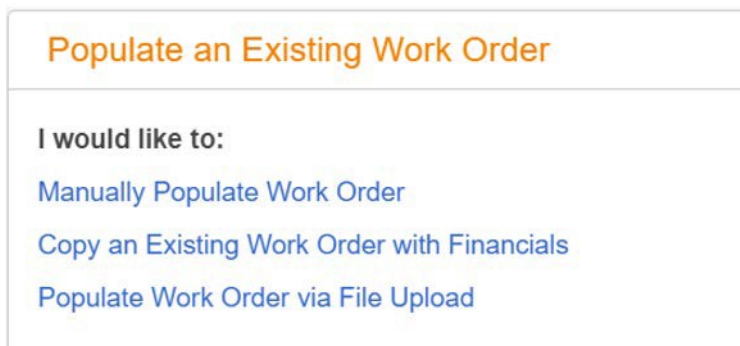


The screenshot shows a dialog box titled "Change Work Order Due Date". Inside, it displays "555555 Payroll File 2". Under "Current Due Date", the date "5/24/2019" is shown in a text field. Under "New Due Date", the date "5/30/2019" is shown in a text field with a calendar icon to its right. At the bottom, there are two buttons: "Cancel" and "Submit".

2. Click Begin Entry



3. You will see the Populate an Existing Work Order screen. Go to the **Populate an Existing Work Order** section of this Guide for more information on each method of work order population.



The screenshot shows a section titled "Populate an Existing Work Order". Below the title, it says "I would like to:" followed by three blue links: "Manually Populate Work Order", "Copy an Existing Work Order with Financials", and "Populate Work Order via File Upload".



## Create a New Non-Recurring Work Order

You can create a new work order to submit data for a non-recurring event, such as a single check run or a miscellaneous unit pay situation.

1. Select **Create New Financial Payroll** from the Payroll menu

The screenshot shows the Voya Data Gateway interface. At the top, there is a navigation bar with 'Home', 'Payroll', and 'Reports' menus. The 'Payroll' menu is open, and 'Create New Financial Payroll' is highlighted with a red circle. Below the navigation bar, there is a 'Dashboard / Advanced Search' section. The 'Advanced Search' section contains various filters for 'Work Order Type', 'Work Order Status', 'Generation Method', 'Frequency', 'Participant Group', 'Date From', and 'Date To'. Below this is a 'Work Order Listing' table with columns: Work Order Description, Group, Due Date, Frequency, Type, Method, Status, Amount, Work Order Id, Bank Account, and Actions.

2. Input data into the fields noted with a red asterisk (\*) on the Add Work Order: Financial page.

- **Client Work Order Type Name** – select from dropdown option

**Note:** If you have access to multiple employers, make sure you select the right employer number from the **Client Work Order Type Name** drop down.

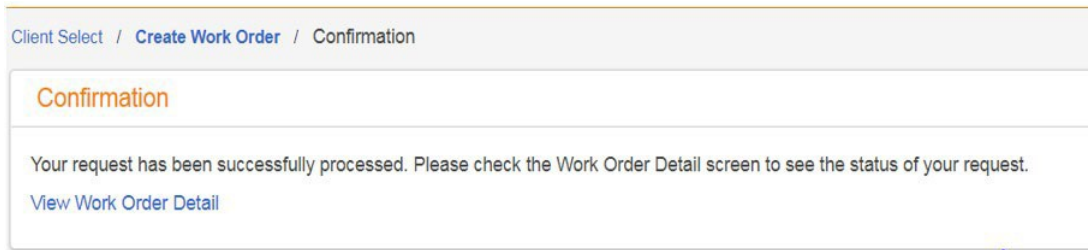
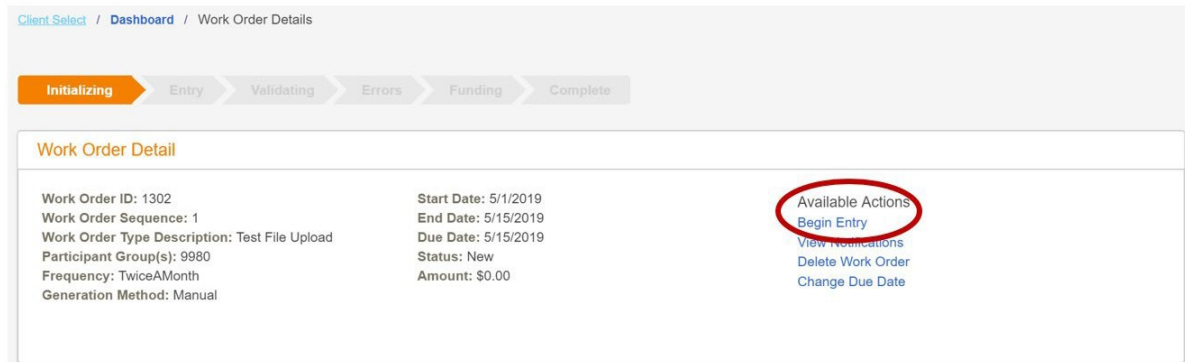
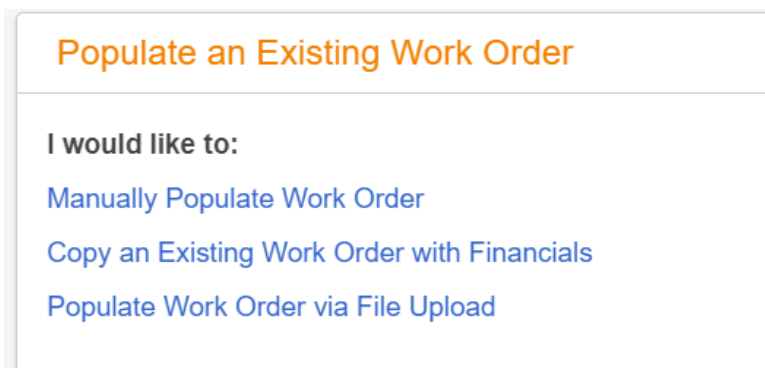
- **Description** – enter a description for this work order
- **StartDate** – select start date of the payroll cycle for this work order
- **EndDate** – select end date of the payroll cycle for this work order. This date will dictate which calendar year the contributions will be posted to. Please make sure it is correct before submitting especially around year end.
- **DueDate** - Select from dropdown options - select pay date of the payroll cycle for this work order
  - **Note:** The contributions entered for this work order can't be processed in the Voya system **before** this date. Ensure that the date entered here is the date employees will be paid for this payroll.
- **Frequency** - select from dropdown options

3. Click **Create** to submit/create the Work Order. A Work Order ID will be created for this payroll submission and the Confirmation page will display.

The screenshot shows the 'Add Work Order: Financial' page. It has a header 'Create Work Order / Add Work Order'. Below it, the title 'Add Work Order: Financial' is displayed. The form contains the following fields:
 

- Client Name:** 55555 RETIREMENT
- Client Work Order Type Name:** A dropdown menu with options: '- Work Order Type -', 'Payroll\_9982', and 'Payroll\_9983'. This field is marked with a red asterisk (\*).
- Description:** A text input field, marked with a red asterisk (\*).
- StartDate:** A date picker field, marked with a red asterisk (\*).
- EndDate:** A date picker field, marked with a red asterisk (\*).
- DueDate:** A date picker field, marked with a red asterisk (\*).
- Frequency:** A dropdown menu with the option '- Frequency -', marked with a red asterisk (\*).

 At the bottom of the form, there is a red asterisk (\*) followed by the text '- Designates Required Field.' and a 'Create' button.

4. Click [View Work Order Detail](#)5. You will see the Work Order Detail page. Click [Begin Entry](#) under Available Actions.6. You will see the Populate an Existing Work Order screen. Go to the **Populate an Existing Work Order** section of this Guide for more information on each method of work order population.

## Populate an Existing Work Order

The following choices are available for loading data into an established Work Order:

- Manually Populate Work Order
  - This enables you to manually enter data or a non-recurring (unscheduled) work order (e.g., a single check run, miscellaneous unit pay, etc.)
  - Go to the **Manually Populate Work Order** section of this Guide for more information
- Copy an Existing Work Order with Financials
  - This enables you to copy a previous period's file from a listing of Completed Work Orders and allows you to only make the required changes for the current period
  - Go to the **Copy an Existing Work Order with Financials** section of this Guide for more information
- Populate Work Order via File Upload
  - This enables you to import an external file in a specifically predetermined format
  - Go to the **Populate Work Order via File Upload** of this Guide for more information

**Note:** It is anticipated that the Populate Work Order via File Upload method will be utilized most often.

### Populate an Existing Work Order

I would like to:

[Manually Populate Work Order](#)

[Copy an Existing Work Order with Financials](#)

[Populate Work Order via File Upload](#)

## Manually Populate Work Order

1. Select [Manually Populate Work Order](#) on the Populate an Existing Work Order page
2. You will see the Enter Data page with several tabs for data entry
  - Participant tab
    - Enter SSN and Pay Date
  - Contributions tab:
    - Enter participant contribution amounts deducted for the payperiod
      - Contributions must be entered by source, (Match, pre tax, after tax, etc)

[Client Select](#) / [Dashboard](#) / [Work Order Details](#) / [Manual Entry](#)

**Initializing** **Entry** [Validating](#) [Errors](#) [Feeding](#) [Complete](#)

---

Work Order: New manual input

---

Filter Data

Filter on [- Select A Column - ▼]  [Search](#) [Reset](#)

---

Enter Data

<b>Participant</b>		<b>Contributions</b>		<b>Compensation</b>	
SSN	Pay Date	Pre-Tax		After-Tax	Employer
<input type="checkbox"/>	<input type="text"/>	<input type="text"/>		<input type="text" value="0"/>	<input type="text"/>
<input type="checkbox"/>	<input type="text"/>	<input type="text"/>		<input type="text" value="0"/>	<input type="text"/>
<input type="checkbox"/>	<input type="text"/>	<input type="text"/>		<input type="text" value="0"/>	<input type="text"/>
<input type="checkbox"/>	<input type="text"/>	<input type="text"/>		<input type="text" value="0"/>	<input type="text"/>
<input type="checkbox"/>	<input type="text"/>	<input type="text"/>		<input type="text" value="0"/>	<input type="text"/>
<input type="checkbox"/>	<input type="text"/>	<input type="text"/>		<input type="text" value="0"/>	<input type="text"/>
<input type="checkbox"/>	<input type="text"/>	<input type="text"/>		<input type="text" value="0"/>	<input type="text"/>
<input type="checkbox"/>	<input type="text"/>	<input type="text"/>		<input type="text" value="0"/>	<input type="text"/>
<input type="checkbox"/>	<input type="text"/>	<input type="text"/>		<input type="text" value="0"/>	<input type="text"/>
<input type="checkbox"/>	<input type="text"/>	<input type="text"/>		<input type="text" value="0"/>	<input type="text"/>
<input type="checkbox"/>	<input type="text"/>	<input type="text"/>		<input type="text" value="0"/>	<input type="text"/>
<input type="checkbox"/>	<input type="text"/>	<input type="text"/>		<input type="text" value="0"/>	<input type="text"/>
<input type="checkbox"/>	<input type="text"/>	<input type="text"/>		<input type="text" value="0"/>	<input type="text"/>
<input type="checkbox"/>	<input type="text"/>	<input type="text"/>		<input type="text" value="0"/>	<input type="text"/>
<input type="checkbox"/>	<input type="text"/>	<input type="text"/>		<input type="text" value="0"/>	<input type="text"/>
<input type="checkbox"/>	<input type="text"/>	<input type="text"/>		<input type="text" value="0"/>	<input type="text"/>
<input type="checkbox"/>	<input type="text"/>	<input type="text"/>		<input type="text" value="0"/>	<input type="text"/>
<input type="checkbox"/>	<input type="text"/>	<input type="text"/>		<input type="text" value="0"/>	<input type="text"/>
<input type="checkbox"/>	<input type="text"/>	<input type="text"/>		<input type="text" value="0"/>	<input type="text"/>

Showing 1 - 15 of 15 | prev | next | last Page 1 of 1 Go Rows Per Page (Max Limit : 39) 15 Apply [Print Worksheet](#) [Next Record >>](#)

[Details](#) [Cancel](#) [Add Rows](#) [View Totals](#) [Change Entry Method](#) [Save](#) [Complete](#)

## Screen Options

- Click **Details** to return to the Work Order Detail page
- Click **Cancel** to return to the landing screen without saving the data currently entered
- Click **Add Rows** to add the specified number of rows to the bottom of the entry grid
- Click **View Totals** to display a screen of totals of the data entered so far in the work order
- Click **Change Entry Method** to select an available population method. This option will permanently remove any previously saved data from the Work Order
- Click **Save** to store the currently entered data into the Voya Data Gateway database allowing for completion at a later time
- Click **Complete** to store the data into the Voya Data Gateway database and requests that the data be validated. A Summary screen will be displayed containing financial field totals.

- Once you have entered all data, click **Complete**. You will see a Summary screen. Validate the information is correct and click **Submit**.

Client Select / Dashboard / Work Order Details / View Work Order Summary

Initializing Entry Validating Errors Funding Complete

Work Order: Manual

Summary

Please verify the information displayed below. If it is correct, click Submit to complete the work order. You may click the Back button to continue making changes, or click Cancel to return to Work Order Browse.

Financial Summary		Non-Financial Summary	
After-Tax	\$25.00	Participant Count	1
TOTAL	\$25.00	RCC paid this period	\$2,455.00
		RCC less pick-ups	\$1,941.25
		URCC	\$0.00

Back Cancel Submit

- A Work Order Submission Status screen will provide updates as the data progresses through the validation process.
  - If errors are determined during the validation process, you will see a screen similar to the one shown below. Click **Correct Errors**. Go to the **Error Validation** section of this Guide for information on next steps.

Work Order Submission Status

Your request is being processed. If any further action is required, it will be indicated below.

Validating ✓ Complete

Elapsed Time: 00:01:01

The work order contains errors. Please click the button below to proceed to Correct Errors.

Close Correct Errors

- If the data is successfully validated, you will see a screen similar to the one below. Click **Close**. You will see the Summary screen.

Work Order Submission Status

Your request is being processed. If any further action is required, it will be indicated below.

Validating ✓ Complete  
Funding Details ✓ Complete

Elapsed Time: 00:02:41

The work order has been successfully completed.

Close

5. A message will confirm the successful processing of the input data. Click [View Work Order Detail](#).

Client Select / Dashboard / **Work Order Details** / View Work Order Summary

Initializing > Entry > **Validating** > Errors > Funding > Complete

**Work Order: Manual**

**Summary**

Financial Summary		Non-Financial Summary	
After-Tax	\$25.00	Participant Count	1
TOTAL	\$25.00	RCC paid this period	\$2,455.00
		RCC less pick-ups	\$1,841.25
		URCC	\$0.00

Your request has been successfully processed. Please check the Work Order Detail screen to see the status of your request.

[View Work Order Detail](#)

The Work Order Detail page for the Work Order you've submitted will look similar to the view below. The Initializing, Entry, Validating, Errors, and Funding processes have been completed and the file Status = Complete. The Work Order will be processed and transactions will be created to post to the record keeping system.

Client Select / Dashboard / **Work Order Details**

Initializing > Entry > **Validating** > Errors > Funding > **Complete**

**Work Order Detail**

Work Order ID: 1483	Start Date: 5/19/2019	<b>Available Actions</b> <a href="#">View Data</a> <a href="#">View Notifications</a> <a href="#">View Validation History</a> <a href="#">Delete Work Order</a> <a href="#">Download Payroll Adj Report</a>
Work Order Sequence: 2	End Date: 5/25/2019	
Work Order Type Description: Manual	Due Date: 5/29/2019	
Participant Group(s): 9980	<b>Status: Complete</b>	
Frequency: Weekly	Amount: \$25.00	
Generation Method: Manual	CCA Id: 998020190529.SPNSR	

## Copy an Existing Work Order with Financials

1. Select **Copy an Existing Work Order with Financials** on the Populate an Existing Work Order screen
2. Click **Select** under Actions for the Work Order you wish to copy. You will see the Enter Data screen with data pre-populated with the values from the copied Work Order.

Note: Only work orders in the Complete status are available for copying. If no available work orders are found, a message will display.

Client Select / Dashboard / Work Order Details / Begin Entry / Select Work Order

**Work Order Search**

Work Order Type: Payroll\_9980 Date From: 3/30/2019 Date To: 5/30/2019 Generation Method: - Generation Method -

Frequency: - Frequency -

**Search** **Reset**

**Work Order Listing**

Work Order Description	Group	Due Date	Frequency	Type	Method	Status	Amount	Work Order Id	Bank Account	Actions
Test upload	9980	5/29/2019	Weekly	Payroll_9980	Manual	Complete	\$0.00	1468		Select
Standard file upload	9980	5/15/2019	TwiceAMonth	Payroll_9980	Manual	Complete	\$0.00	1342		Select

3. Update the value of each field as needed. Click **Complete**.

Client Select / Dashboard / Work Order Details / Manual Entry

**Initializing** **Entry** **Validating** **Errors** **Funding** **Complete**

**Work Order: Test**

**Filter Data**

Filter on - Select A Column -

**Search** **Reset**

**Enter Data**

Participant		Contributions		Compensation
SSN	Pay Date	Pre-Tax	After-Tax	Employer
<input type="checkbox"/> 977001001	05/29/2019	67.51	0.00	55.24
<input type="checkbox"/> 977001027	05/29/2019	50.87	0.00	41.62
<input type="checkbox"/> 977001028	05/29/2019	52.94	0.00	43.31
<input type="checkbox"/>			0	

4. You will see the Summary screen. Validate the information is correct and click **Submit**.

Client Select / Dashboard / Work Order Details / View Work Order Summary

**Initializing** **Entry** **Validating** **Errors** **Funding** **Complete**

**Work Order: Test**

**Summary**

Please verify the information displayed below. If it is correct, click Submit to complete the work order. You may click the Back button to continue making changes, or click Cancel to return to Work Order Browse.

Financial Summary		Non-Financial Summary	
After-Tax	\$0.00	Participant Count	3
TOTAL	\$0.00	RCC paid this period	\$8,230.00
		RCC less pick-ups	\$4,672.50
		URCC	\$0.00

**Back** **Cancel** **Submit**

5. A Work Order Submission Status screen will provide updates as the data progresses through the validation process.
- If errors are determined during the validation process, you will see a screen similar to the one shown below. Click **Correct Errors**. Go to the **Error Validation** section of this Guide for information on next steps.

**Work Order Submission Status**

Your request is being processed. If any further action is required, it will be indicated below.

Validating ✓ Complete

Elapsed Time: 00:01:01

The work order contains errors. Please click the button below to proceed to Correct Errors.

[Close](#)
[Correct Errors](#)

- If the data is successfully validated, you will see a screen similar to the one below. Click **Close**. You will see the Summary screen.

**Work Order Submission Status**

Your request is being processed. If any further action is required, it will be indicated below.

Validating ✓ Complete

Elapsed Time: 00:01:21

The work order has been successfully validated. No additional actions are required.

[Close](#)

6. A message will confirm the successful processing of the input data. Click [View Work Order Detail](#).

Client Select / Dashboard / **Work Order Details** / View Work Order Summary

[Initializing](#)
[Entry](#)
[Validating](#)
[Errors](#)
[Funding](#)
[Complete](#)

Work Order: Test

**Summary**

Financial Summary		Non-Financial Summary	
After-Tax	\$0.00	Participant Count	3
TOTAL	\$0.00	RCC paid this period	\$6,230.00
		RCC less pick-ups	\$4,672.50
		ORCC	\$0.00

Your request has been successfully processed. Please check the Work Order Detail screen to see the status of your request.

[View Work Order Detail](#)



The Work Order Detail page for the Work Order you've submitted will look similar to the view below. The Initializing, Entry, Validating, Errors, and Funding processes have been completed and the file Status = Complete. The Work Order will be processed and transactions will be created to post to the record keeping system.

Client Select / Dashboard / Work Order Details

Initializing

Entry

Validating

Errors

Funding

Complete

Work Order Detail

Work Order ID: 1481

Work Order Sequence: 1

Work Order Type Description: Test

Participant Group(s): 9980

Frequency: Weekly

Generation Method: Manual

Start Date: 5/19/2019

End Date: 5/25/2019

Due Date: 5/30/2019

Status: Complete

Amount: \$0.00

Available Actions

View Data

View Notifications

View Validation History

Delete Work Order

Download Payroll Adj Report

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## Populate Work Order via File Upload

1. Select [Populate Work Order via File Upload](#) on the Populate an Existing Work Order page.
2. Click **Browse** to select the contribution file to be uploaded to the Work Order

**Note:** Acceptable file formats include:

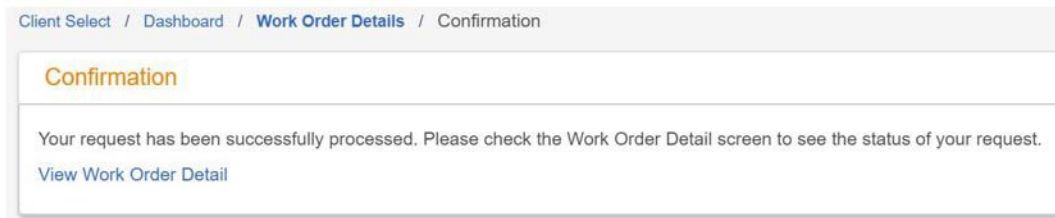
- .TXT
- .XLSX

3. Click **Upload**

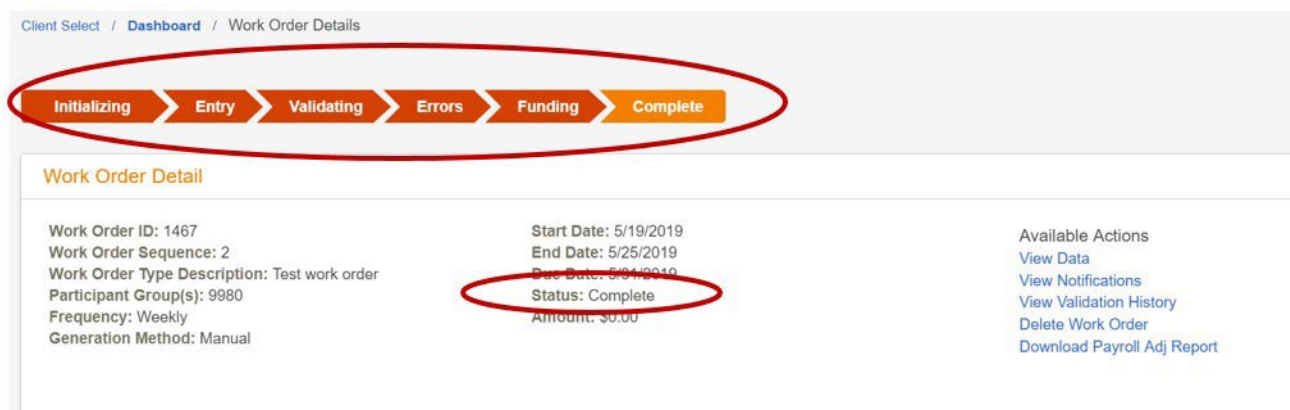
4. A Work Order Submission Status screen will provide updates as the data progresses through the validation process.
  - If errors are determined during the validation process, you will see a screen similar to the one shown below. Click **Correct Errors**. Go to the **Error Validation** section of this Guide for information on next steps.

- If the data is successfully validated, you will see a screen similar to the one below. Click **Close**. You will see the Confirmation screen.

5. Click [View Work Order Detail](#).



The Work Order Detail page for the Work Order you've submitted will look similar to the view below. The Initializing, Entry, Validating, Errors, and Funding processes have been completed and the file Status = Complete. The Work Order will be processed and transactions will be created to post to the record keeping system.



# Error Validation and Correction

## Error Validation

Multiple layers of error validation and handling are built into the Voya Data Gateway payroll process. This includes:

- **Critical Validation:** Data on incoming files is initially validated for correct formatting, which is integral to the successful mapping of data. The Critical Validation process checks data integrity to ensure the data is successfully stored in the Voya Data Gateway database. This process runs upon file upload and also when work order data is input manually.
  - Example
    - SSN is missing or null
    - Contribution was provided but the contribution Amount is missing
    - Contribution was provided but the contribution Amount is not numeric
- **Light Validation:** Data on incoming files is further validated by running it through established business rules. The Light Validation process checks the file for business field validations. These preliminary validations perform reasonableness checks of the data and enable the user to correct the data prior to processing the file against the record-keeping system.
  - Examples
    - SSN is not numeric
    - Contribution amount is negative
- **Host Validation:** Incoming files automatically enter the host record-keeping validation step as soon as all of the file data validation errors have been corrected and the participant contribution total matches the expected payroll totals. Per plan configuration, all desired system and client custom validation overrides are performed and reported back to the user for correction. Host validation overrides have no effect on the Host record-keeping system and are only for display by the Voya Data Gateway system.
  - Examples
    - This participant is not on file. Please verify the SSN.
    - A contribution of \$ cannot be processed. This participant has year to date contributions of \$. Processing this contribution would cause the participant to exceed the annual deferral limit of \$. Please reduce the contribution amount.

## Error Correction

You may encounter two types of errors requiring correction:

- Loading Errors
- Validation Errors

The process for correcting each type of error is detailed below.

### Loading Errors

You will see a screen similar to the one below if data integrity validation errors prevent your data file from being uploaded to Voya Data Gateway for processing.

**Work Order Submission Status**

Your request is being processed. If any further action is required, it will be indicated below.

Loading ✖ Loading Error

Elapsed Time: 00:01:00

The work order contains loading errors. Please click the button below to proceed to Review Loading Error and Reset.

[Close](#) [Review Loading Error and Reset](#)

These types of errors will require the Work Order to be reset and a corrected file to be uploaded.

1. Click **Review Loading Error and Reset**. You will see a screen similar to the one below with Participant Validation Messages.
2. Update your file as needed to resolve the errors detailed and save the changes
3. Click **Reset Work Order**

Client Select / Dashboard / Work Order Details / Reset Work Order With Errors

**Initializing** Entry Validating Errors Funding Complete

Work Order: File upload

Work Order Validation Messages

Participant Validation Messages

Filter on - Search By -  [Search](#) [Reset](#)

Validation Grid

#	Plan	Error Description
1	625010	DVW00008 - Please enter the SSN.

Showing 1 of 1 first | prev | next | last Page 1 of 1 [Go](#)

[Cancel](#) [Reset Work Order](#)

- The Work Order will be reset and you will see the Work Order Detail screen. Notice the Status will be set to New. Click Begin Entry under Available Actions and proceed with next steps to upload the updated file.

Client Select / Dashboard / Work Order Details

Initializing Entry Validating Errors Funding Complete

### Work Order Detail

Work Order ID: 1343	Start Date: 5/8/2019	<b>Available Actions</b> <a href="#">Begin Entry</a> <a href="#">View Notifications</a> <a href="#">Delete Work Order</a> <a href="#">Change Due Date</a>
Work Order Sequence: 1	End Date: 5/15/2019	
Work Order Type Description: File upload	Due Date: 5/15/2019	
Participant Group(s): 9960	<b>Status: New</b>	
Frequency: Weekly	Amount: \$0.00	
Generation Method: Manual		

## Validation Errors

You will see a screen similar to the one below if any errors are found after your file is successfully uploaded to Voya Data Gateway.

**Work Order Submission Status**

Your request is being processed. If any further action is required, it will be indicated below.

Validating ✓ Complete

Elapsed Time: 00:01:01

The work order contains errors. Please click the button below to proceed to Correct Errors.

[Close](#) [Correct Errors](#)

Click **Correct Errors**. You will see a screen similar to the one below with Participant Validation Messages.

Client Select / Dashboard / Work Order Details / Correct Errors

Initializing Entry Validating Errors Funding Complete

Work Order: File upload

Work Order Validation Messages

Participant Validation Messages

Filter on: Error Level: All [Search](#) [Reset](#)

#	Field	Original Value	Current Value	Validation Type	Error Level	Error Description	Selected All
1				HOST	Error	CN00066 - Negative contribution will force the fund balance less than zero.	<a href="#">Move exception</a>

Showing 1 of 1 first | prev | next | last Page 1 of 1 [Go](#)

[Cancel](#) [View All Participants](#) [Move Exceptions](#) [Move All Exceptions](#) [Ignore Exceptions](#) [Save](#) [Complete](#)

There are two options for correcting validation errors:

- Correct the records with errors immediately – this is the recommended method
- Move the records with errors to an exception work order for error correction at a later time

## Immediate Error Correction

- Click **View All Participants**
- Enter data corrections as needed

3. Click **Complete**. You will see the Summary page.

Client Select / Dashboard / Work Order Details / Manual Entry

Initializing > **Entry** > Validating > Errors > Funding > Complete

Work Order: File upload

Filter Data

Filter on: [- Select A Column -] Search Reset

Enter Data

Participant		Contributions		Compensation	
SSN	Pay Date	Pre-Tax	After-Tax	Employer	
<input type="checkbox"/> 977001019	04/29/2019	41.25	0.00	33.75	
<input type="checkbox"/> 977001025	04/29/2019	55.00	0.00	45.00	
<input type="checkbox"/> 977001026	04/29/2019	49.50	0.00	40.50	
<input type="checkbox"/> 977001028	04/29/2019	57.75	0.00	47.25	
<input type="checkbox"/> 977007701	04/29/2019	60.50	0.00	49.50	
<input type="checkbox"/> 977007702	04/29/2019	63.25	0.00	51.75	
<input type="checkbox"/> 977007703	04/29/2019	62.25	60.73	42.75	
<input checked="" type="checkbox"/> 977007704	04/29/2019	-55.00	0.00	-45.00	
<input type="checkbox"/> 977007705	04/29/2019	61.87	0.00	50.62	
<input type="checkbox"/>			0		
<input type="checkbox"/>			0		
<input type="checkbox"/>			0		
<input type="checkbox"/>			0		
<input type="checkbox"/>			0		
<input type="checkbox"/>			0		

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Validation Errors

Participant	Validation Type	Code	Severity	Message
977007704	HOST	CN00055	Error	Negative contribution will force the fund balance less than zero

Details Cancel Add Rows View Totals Change Entry Method Save Complete

### Screen Options

- Click **Details** to return to the Work Order Detail page
- Click **Cancel** to return to the landing screen without saving the data currently entered
- Click **Add Rows** to add the specified number of rows to the bottom of the entry grid
- Click **View Totals** to display a screen of totals of the data entered in the work order.
- Click **Change Entry Method** to select an available population method. This option will permanently remove any previously saved data from the Work Order.
- Click **Save** to store the currently entered data into the Voya Data Gateway database allowing for completion at a later time.
- Click **Complete** to store the data into the Voya Data Gateway database and requests that the data be validated. A Summary screen will be displayed containing financial field totals.

4. Click **Submit**.

Client Select / Dashboard / Work Order Details / View Work Order Summary

Initializing > Entry > **Validating** > Errors > Funding > Complete

Work Order: File upload

**Summary**

Please verify the information displayed below. If it is correct, click Submit to complete the work order. You may click the Back button to continue making changes, or click Cancel to return to Work Order Browse.

Financial Summary		Non-Financial Summary	
After-Tax	\$69.73	Participant Count	9
TOTAL	\$69.73	RCC paid this period	\$15,050.00
		RCC less pick-ups	\$14,584.57
		URCC	\$1,500.00

Back Cancel **Submit**

5. You will see a screen similar to the one shown below. Click **Close** on the Work Order Submission Status message box. You will see the Summary screen.

**Work Order Submission Status**

Your request is being processed. If any further action is required, it will be indicated below.

Loading ✓ Complete  
Validating ✓ Complete

Elapsed Time: 00:01:01

The work order has been successfully validated. No additional actions are required.

**Close**

6. Click **View Work Order Detail**

Client Select / Dashboard / Work Order Details / View Work Order Summary

Initializing > Entry > **Validating** > Errors > Funding > Complete

Work Order: File upload

**Summary**

Financial Summary		Non-Financial Summary	
After-Tax	\$69.73	Participant Count	9
TOTAL	\$69.73	RCC paid this period	\$15,050.00
		RCC less pick-ups	\$14,584.57
		URCC	\$1,500.00

Your request has been successfully processed. Please check the Work Order Detail screen to see the status of your request.

[View Work Order Detail](#)



The Work Order Details page will indicate the Status is Complete.

Client Select / Dashboard / Work Order Details

Initializing

Entry

Validating

Errors

Funding

Complete

Work Order Detail

Work Order ID: 1415  
Work Order Sequence: 2  
Work Order Type Description: File upload  
Participant Group(s): 9950  
Frequency: Monthly  
Generation Method: Manual

Start Date: 4/1/2019  
End Date: 4/30/2019  
Status: Complete  
Amount: 500.73  
CCA Id: 201905159980.SPNR

Available Actions  
[View Data](#)  
[View Notifications](#)  
[View Validation History](#)  
[Delete Work Order](#)  
[Download Payroll Adj Report](#)

## Exception Work Order

As an alternative to immediate error correction, records with errors can be moved to an exception work order for correction at a later time.

Client Select / Dashboard / Work Order Details / Correct Errors

Initializing > Entry > Validating > **Errors** > Funding > Complete

Work Order: Exception work order example

Work Order Validation Messages

Participant Validation Messages

Filter on Error Level All Search Reset

Participant Validation Messages

#	Field	Original Value	Current Value	Validation Type	Error Level	Error Description	Select All
<input type="checkbox"/> 977007704 <input type="checkbox"/> Move exception							
1				HOST	Error	CN00055 – Negative contribution will force the fund balance less than zero	

Showing 1 of 1 first | prev | next | last Page 1 of 1 Go

Cancel View All Participants Move Exceptions Move All Exceptions Ignore Exceptions Save Complete

### Screen Options

- Click **Cancel** to return to the landing screen without saving the data currently entered
- Click **View All Participants** to display a view of all the Work Order data
- Check the **Move Exception** checkbox to identify individual participants who will be moved to an Exceptions Work Order when Move Exceptions (below) is selected. If the checkbox is de-selected, the participant will not be moved to an Exceptions Work Order.
- Click **Move Exceptions** to move the checked participants to a separate work order for exception processing. This option will be used when the errors that occurred require additional research, but you would like the remaining participants to be processed.
- Click **Move All Exceptions** to gather all participants with exceptions into an Exceptions Work Order without having first to select them individually. Selecting this option will not exclude any participant with an error. You will be asked to confirm the command and to document the reason for its use.
- Click **Ignore Exceptions** to bypass the data correction step and send the file data to the record-keeping system with known errors. This option will be used for scenarios that cannot be corrected in the Voya Data Gateway application and must be handled in the record-keeping system. You will be asked to confirm the command and to document the reason for its use.
- Click **Save** to store the currently entered data into the Voya Data Gateway database allowing for completion at a later time.
- Click **Complete** to store the data into the Voya Data Gateway database and requests that the data be validated. A Summary screen will be displayed containing financial field totals.

1. Select the Move exception checkbox for all records you wish to include in an exception work order. Click **Move Exceptions**.

**Participant Validation Messages**

Filter on: Error Level ▾ All  Search

Participant Validation Messages

#	Field	Original Value	Current Value	Validation Type	Error Level	Error Description	Select All: <input type="checkbox"/>
<input type="checkbox"/> 977007704 <input type="checkbox"/>							Move exception <input checked="" type="checkbox"/>
1				HOST	Error	CN00055 – Negative contribution will force the fund balance less than zero	

Showing 1 of 1 first | prev | next | last Page 1 of 1

Cancel View All Participants

2. You will see a Confirm screen similar to the one below asking if you wish to proceed. Click **OK**.

**Work Order Validation Messages**

**Participant Validation Messages**

Filter on: Error Level ▾ All

Participant Validation Messages

#	Field	Original Value	Current Value	Validation Type	Error Level	Error Description	Select All: <input type="checkbox"/>
<input type="checkbox"/> 977007704 <input type="checkbox"/>							Move exception <input checked="" type="checkbox"/>
1				HOST	Error	CN00055 – Negative contribution will force the fund balance less than zero	

Showing 1 of 1 first | prev | next | last Page 1 of 1

Cancel View All Participants

**Confirm**

Selected Participants

977007704

All data for the above selected participants will be moved to the exception work order. This work order will be processed separately from the original work order and may result in a later trade date. Multiple funding steps will occur for financial activity. Are you sure you would like to proceed?

3. You will see a Move Exceptions screen. Input a reason for moving the record(s) to an exception work order. Click **OK**.

**Move Exceptions**

**Move Exception Reason:**

**Due Date:**

- If all records were moved to an exception work order, you should see no participant validation messages. Click **Complete**.

Client Select / Dashboard / **Work Order Details** / Correct Errors

Initializing > Entry > Validating > **Errors** > Funding > Complete

Work Order: Exception work order example

Work Order Validation Messages

Participant Validation Messages

Filter on Error Level ▾ All Search Reset

There are no validation messages to display.

Cancel Complete

- You will see the Summary screen. Validate the information is correct and click **Submit**.

Client Select / Dashboard / **Work Order Details** / View Work Order Summary

Initializing > Entry > Validating > **Errors** > Funding > Complete

Work Order: Exception work order example

Work Order Messages

Summary

Please verify the information displayed below. If it is correct, click Submit to complete the work order. You may click the Back button to continue making changes, or click Cancel to return to Work Order Browse.

Financial Summary		Non-Financial Summary	
After-Tax	\$69.73	Participant Count	8
TOTAL	\$69.73	RCC paid this period	\$13,050.00
		RCC less pick-ups	\$12,749.57
		URCC	\$1,500.00

Back Cancel Submit

6. You will see a screen similar to the one below. Click **Close**. You will see the Summary screen.

Work Order Submission Status

Your request is being processed. If any further action is required, it will be indicated below.

Loading      ✓ Complete  
Validating      ✓ Complete  
Funding Details ✓ Complete

Elapsed Time: 00:01:21

The work order has been successfully completed.

Close

7. Click [View Work Order Detail](#).

[Client Select](#) / [Dashboard](#) / [Work Order Details](#) / [View Work Order Summary](#)

Initializing

Entry

Validating

Errors

Funding

Complete

Work Order: Exception work order example

Summary

Financial Summary		Non-Financial Summary	
After-Tax	\$69.73	Participant Count	8
TOTAL	\$69.73	RCC paid this period	\$13,050.00
		RCC less pick-ups	\$12,749.57
		URCC	\$1,500.00

Your request has been successfully processed. Please check the Work Order Detail screen to see the status of your request.

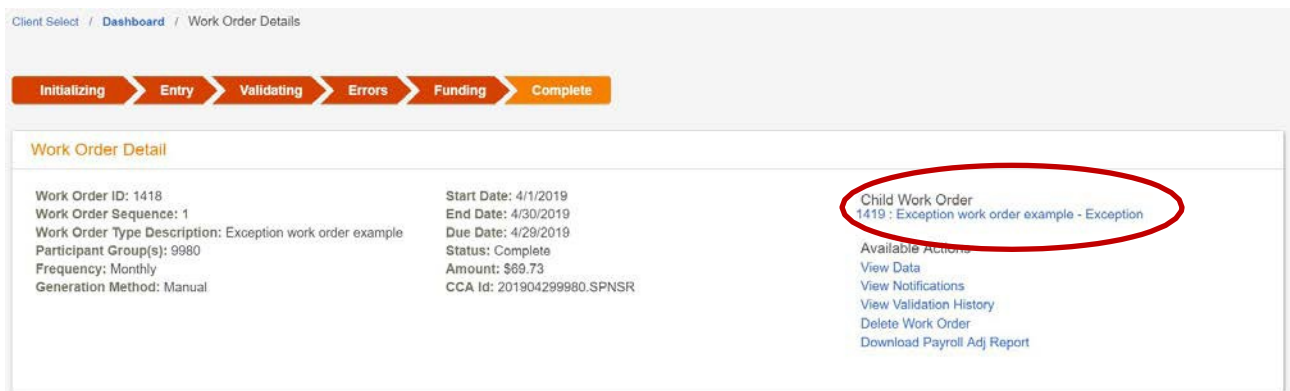
[View Work Order Detail](#)

An Exception work order description is the same as the parent work order with “ – Exception” at the end of the description.

Exception work orders will need to be processed using the **Manually Populate Work Order** method. For more information, refer to that section of the guide.

**Note:** the Due Date of this work order will be the same as the parent work order from which it was created. When you process this work order, it will process upon funding approval.

8. Click on the link under Child Work Order. You will see the Work Order Detail for the exception work order.



Client Select / Dashboard / Work Order Details

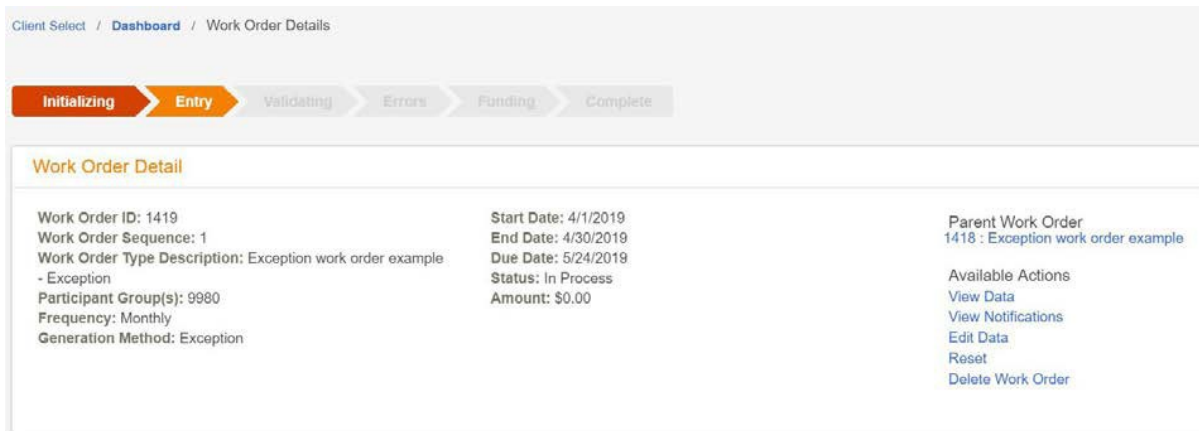
Initializing > Entry > Validating > Errors > Funding > Complete

**Work Order Detail**

Work Order ID: 1418	Start Date: 4/1/2019	<a href="#">Child Work Order 1419 : Exception work order example - Exception</a> <a href="#">Available Actions</a> <a href="#">View Data</a> <a href="#">View Notifications</a> <a href="#">View Validation History</a> <a href="#">Delete Work Order</a> <a href="#">Download Payroll Adj Report</a>
Work Order Sequence: 1	End Date: 4/30/2019	
Work Order Type Description: Exception work order example	Due Date: 4/29/2019	
Participant Group(s): 9980	Status: Complete	
Frequency: Monthly	Amount: \$69.73	
Generation Method: Manual	CCA Id: 201904299980.SPNSR	

9. Click [Edit Data](#) under Available Actions. You will see the Enter Data screen.

10. Follow the process beginning with step 2 under the **Manually Populate Work Order** section of the guide.



Client Select / Dashboard / Work Order Details

Initializing > Entry > Validating > Errors > Funding > Complete

**Work Order Detail**

Work Order ID: 1419	Start Date: 4/1/2019	<a href="#">Parent Work Order 1418 : Exception work order example</a> <a href="#">Available Actions</a> <a href="#">View Data</a> <a href="#">View Notifications</a> <a href="#">Edit Data</a> <a href="#">Reset</a> <a href="#">Delete Work Order</a>
Work Order Sequence: 1	End Date: 4/30/2019	
Work Order Type Description: Exception work order example - Exception	Due Date: 5/24/2019	
Participant Group(s): 9980	Status: In Process	
Frequency: Monthly	Amount: \$0.00	
Generation Method: Exception		

# Logging Off Voya Data Gateway

To log out of Voya Data Gateway, click **[Log Off]** in the upper-right corner of the screen. This closes the Voya Data Gateway application, although the Sponsor Web Home page will still be open in the first window.



# Additional Sponsor Web Functionality

## Site Menu

The Site Menu is located at the top of the page, above “Relationship Summary.” It appears on every page of Sponsor Web and includes the following options:

- **Home**
  - Brings you back to Relationship Summary.
- **Profile**
  - Displays your name and email address; allows you to change your password and security questions; allows you to unregister your computer/device and to change your mail delivery preferences.
- **Help**
  - Provides basic troubleshooting information for the site.
- **Contact Us**
  - Allows you to submit questions and comments to your Voya Plan Manager.
- **Logout**
  - Logs you out of Sponsor Web.

