DCP
Virginia Retirement System

Frequently Asked Questions for Employers

1. **After enrolling and/or making changes in myVRS Navigator, how soon will the information be updated with Voya?**
   The turnaround time is 3-5 business days.

2. **I successfully updated a participant in myVRS Navigator, but the change is still not reflected with Voya after 5 business days. How can I resolve this?**
   Email Employer Support at dcpersupport@voya.com, or call 844-570-1482 (option 2) Monday-Friday, 8:30 a.m. – 5 p.m. ET.

3. **In PayCloud, I'm trying to "Add A New Participant" to my batch. When I click the button, it's not allowing me to add the participant.**
   When using the "copy payroll data" option from a previous payroll, the functionality to add another participant is not currently available. To accomplish this task, create a new payroll submission that includes the participant you're trying to add.

4. **I have to submit payroll for hundreds of employees. Can I upload a file instead of making changes manually?**
   Yes. If you have a large population, submitting a file may simplify the submission process. Refer to the Voya PayCloud Instructions for information about creating and uploading your own Excel or CSV file (page 9).

   If you are interested in converting to a batch file format, which allows you to submit a single file for multiple plans (page 14), please email Employer Support at dcpersupport@voya.com to initiate the process.

5. **When submitting in Voya PayCloud, I receive an error message. What does this mean?**
   Errors will prevent you from submitting the file and must be addressed by either moving the errors to an exception file where they can be corrected and submitted later, or by excluding the participants with errors from the file completely. Errors can vary but typically include demographic discrepancies, status issues or allocation errors. If you have specific errors that need to be addressed or need further assistance, contact the Payroll Support team at 844-570-1482, (option 1) Monday-Friday, 8:30 a.m. – 5 p.m. ET.

6. **When submitting in Voya PayCloud, I receive a warning message. What does this mean?**
   Warnings do not prevent you from submitting the file. This is an alert letting you know that there is something you should check before submitting. The most common warning occurs when you are submitting for a terminated participant. The alert should prompt you to confirm that the participant should be terminated in the system and should receive an additional contribution.

7. **When submitting contributions, do I need to remit payment immediately?**
   You should remit payment as soon as administratively possible following the payroll date. For ACH debit clients, submitting in Voya PayCloud will result in the debit from your account occurring within 24 hours.

8. **I mistakenly over-contributed for a participant. How can I correct this error?**
   If the contribution was made within 14 business days or the overage is $50 or less, you can submit a negative contribution for the participant with the next payroll. However, please ensure the overall file is a net positive amount.

   If the overage occurred more than 14 business days prior and is over $50, a Request for Account Review form is required. Review the correction policies and forms on the Payroll page of the VRS DCP Employer website under Make Corrections.

9. **Where can I view the correction policies?**
   The policies can be viewed on the DCP website:
   - VRS Hybrid Retirement Plan Correction Policy
   - VRS COV 457 and Cash Match Plan Correction Policy
   - VRS Optional Retirement Plan Correction Policy

10. **How can I view my plan's forfeiture balance?**
    Employers can view their forfeiture account balance in Voya SponsorWeb by searching for the participant (last name = forfeiture). See the Using Forfeiture Money Guide.

11. **How can I use funds from the forfeiture account?**
    Email Employer Support at dcpersupport@voya.com at least 3-5 days in advance of submitting the payroll file. See the Using Forfeiture Money Guide.

12. **How can I get help submitting my payroll file in Voya PayCloud?**
    The Voya Payroll Support team can assist with contribution submissions, provide Voya PayCloud access and offer training. Call 844-570-1482 (option 1) Monday – Friday, 8:30 a.m. – 5 p.m. ET.

13. **How do I add a new user to SponsorWeb and/or Voya PayCloud?**
    To add, remove or modify users' access to SponsorWeb or Voya PayCloud, complete the Voya SponsorWeb and PayCloud User Access form. Fax the form to 844-833-4545 or email it to dcpersupport@voya.com. Note: This form must be signed by the VRS Security Administrator on file in myVRS Navigator for your organization.

14. **How can I access the Deferral Change Report?**
    The Deferral Change Report runs on the last business day of the month and is available for download the following day. Access it through the SponsorWeb Data Transfer feature. For step-by-step instructions, review the VRS DCP Deferral File job aid.

15. **Where can I find forms and publications?**
    Go to the Forms & Publications section of the VRS DCP employer website.

16. **Where can I find training videos and user guides?**
    Go to dcpemployers.varetire.org/training. For payroll-specific information, go to dcpemployers.varetire.org/payroll.

17. **How do I contact Employer Support?**
    Contact Employer Support by phone at 844-570-1482 (option 2) Monday-Friday, 8:30 a.m. – 5 p.m. ET, or by email at dcpersupport@voya.com. You will receive a response within 24 hours.