



Employer Reporting, Compliance & Education

Employee Address Validation

Background

In January 2018, we changed our address validation service provider. We are now using a service provided by the Commonwealth Office of Technology (COT). We have identified some ways to improve our address validation process. You will see this process change reflected on the Demographic Errors Report you received with your March 2018 monthly packet.

We ask that you continue to verify addresses directly with your employees if you have monthly reporting errors related to an address change or address format.

Weekly Maintenance

COT has advised that there is a routine maintenance window every Saturday from 7:00pm to midnight EST. During maintenance, web reporters will not be able to update records in Employer Self Service. If you attempt to update your account or monthly reporting records during the maintenance window, you will receive an error message and will not be able to complete the update.

New Address Validation Process

Our new process implements automatic updates to the address format on reported records. Please remember to review your monthly packet and correct the address in your payroll system prior to submitting your next report.

Automatic Updates

Under our new process, we will continue to verify all reported address changes. The address changes will be validated as outlined below:

- Valid addresses with format related errors will be corrected during the validation process based on the information provided by the new COT service. This means ER0108 "Reported address does not match what is on file and was corrected by address validation" is no longer applicable. You will instead see a new ER0116 message in your report (see below).
- The validated address will be used to update the member's account. When this occurs, the new ER0116 "The member's Address fields on record with KPPA were updated. The new address is 1260 LOUISVILLE ROAD FRANKFORT KY 40601" will be included in your report.

Invalid Addresses

Invalid addresses that cannot be validated will result in the errors listed below. ERCE representatives will work with you to resolve these errors.

- An invalid address reported for a new member will result in ER0001 "Address is required for a new member." A valid address is required to update the record and create the member's account. Your ERCE representative will contact you to resolve this error.
- An invalid address reported for an existing member will cause ER0117 "The member's Address fields on record with KPPA were not updated due to insufficient or inaccurate data." You will continue to receive



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notification of this error in the Demographic Errors Report. Please work with the member to obtain a valid address for reporting.

Restricted Addresses

Restricted addresses will continue to be handled as they were previously. These address errors are less common. If address updates for a member are restricted for any of the reasons outlined below, you will need to work with your ERCE representative to resolve these errors. You will continue to receive notification of address errors in the Demographic Errors Report:

- ER0112 "Address cannot be updated as it has been blocked."
- ER0113 "Address was not updated because the member has updated their KPPA address within the last 60days. Please confirm address with member."
- ER0115 "The member's address was not updated since a refund or retirement application is in progress."

If you have questions about our address validation process, or monthly reporting, please call the Employer Hotline at 1-888-696-8810.