Guide to Contribution File Errors

RESOLVING COMMON FILE ERRORS

When importing the Contribution File, there may be file errors that arise due to formatting or data conflictions. It is your responsibility to review and correct these file errors. See below for some file formatting specifications and common Contribution File errors as well as tips for resolving them. **Note:** Regardless of the Contribution File format used (CSV, XLSX or TXT), file errors are common for both formats and must be corrected and resolved before they can be re-imported and processed successfully.

File Formatting Specifications

Please ensure your file is formatted according to the below specifications. Otherwise, file errors will arise.

- **Column A Employee Identifier:** Social Security Number (SSN) or Employee ID in the following format, without dashes: XXXXXXXXX
- **Column B Contribution Date:** Pay date in the following format: MMDDYYYY
- **Column C Contribution Description:** Choose the applicable option from drop-down. "Employer" will only be selected if there are HSA employer contributions.
- **Column D Contribution Amount:** Amount to be contributed in the following format: XX.XX
- **Column E Plan Name:** Contact your WEX contact for specific plan names.
- **Column F Prior Tax Year:** This can be left blank; it only needs to be completed if you are making HSA contributions for the prior tax year.
    - The deadline to submit prior tax year contributions is April 15th.
    - If making an HSA contribution for a prior tax year list "Prior" in this field.

Please note: These file formatting specifications are for the self-service Contribution File only. If you are building the Contribution File in a TXT format and dropping it to the SFTP site, please refer to the Partner Integration Guide provided by your WEX contact.

File Errors and Warnings

After importing your Contribution File into the employer online account you will be provided with a Contribution Discrepancy Report. Sheet5 of this report will provide you with any errors or warnings from the file you uploaded.

Error – An error means that the record on the file did not load into the system. The contributions were not posted to the employee account. You will need to resolve the error provided in the "Error Description" and re-import those contributions via a new Contribution File.

Warning – A warning means the contribution did post to the employee account successfully. The warning is providing you with some helpful information regarding that employee account.

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The information below will provide you with common Contribution File errors and how to fix them.

File Error — XXXXXXXXX does not match an employee.

Error Explanation	Next Steps?
The Employee Identifier field on the Contribution File — typically the social security number — does not match any employees in the system. Either the employee's demographic/enrollment data has not yet been passed to Aptia on the file from the enrollment platform, or there was an error in the demographic/enrollment data that prevented it from importing. It is also possible that the employee is in the system under a different social security number.	Check the employee's enrollment to ensure they correctly enrolled in both WEX and Aptia. If there is an error on the Enrollment File from the enrollment platform, contact your Aptia contact, as the enrollment platform is responsible for correcting the Enrollment File errors. Also check to ensure the employee has the correct social security number in both the WEX and Aptia systems. Once the file error has been resolved, please re-import the file with the corrected record(s) so those funds can post accordingly.

File Error — Plan Name XXXXXX not found.

Error Explanation	Next Steps?
The employee is in our system; however, they are not currently enrolled in the plan that the contribution record is being passed for. It is also possible that the employee is enrolled but the contribution date falls outside of the enrollment. This error would occur if an enrollment effective date was October 1st and the contribution record was for September 30th.	Check the employee's enrollment to ensure they are enrolled in the correct plans in both the Aptia and WEX systems. Also, please ensure that their contribution date falls after their enrollment effective date. Once the file error has been resolved, please re-import the file with the corrected record only so those funds can post accordingly.

File Error — Contribution Amount is negative for employee (negative contribution not possible for HSA plan).

Error Explanation	Next Steps?
Negative values are not allowed for HSA plans.	Remove negative data from the HSA contribution records; our system can only accept positive amounts from the HSA plan. If you need to correct previously posted HSA amounts for your employees, please reach out to your WEX contact. Once the file error has been resolved, please re-import the file with the corrected record(s) so those funds can post accordingly.

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File Warning — The contribution amount received for the employee places the employee over their election amount for that plan.

Warning Explanation	Next Steps?
Contributions cannot exceed the election total (for non-HSAs). Any time a potential contribution will exceed the election amount, our system will produce an error on the Contribution Discrepancy Report. The amount will be processed, but should be reviewed and removed if necessary.	Check this employee's election in Aptia and their total contributed amount on your WEX employer online account. If you are finding a discrepancy, you may need to follow up internally to review your payroll data for additional information and to confirm what has actually been deducted. Once the file error has been resolved, please re-import the file with the corrected record(s) so those funds can post accordingly.

File Warning — Multiple contributions received for the same plan and contribution date. Last contribution record was processed.

Warning Explanation	Next Steps?
Contributions for the same plan with the same contribution date cannot be imported for the same employee because it is considered a duplicate contribution. As a result, only the last contribution record will be processed.	Review your Contribution File to ensure the correct dates are reflected and updated accordingly. If you are trying to make up previously missed contributions, please use different contribution dates so those funds can post. Once the file error has been resolved, please re-import the file with the corrected record(s) so those funds can post accordingly.