

How to Enroll a Member

New or re-hired members must be enrolled via the monthly reporting file or web entry. This should be done in the first reported pay period a member is working for an employer.

The [XML file layout](#), or “schema,” contains fields to enroll a new hire or report the re-hire of a former member.

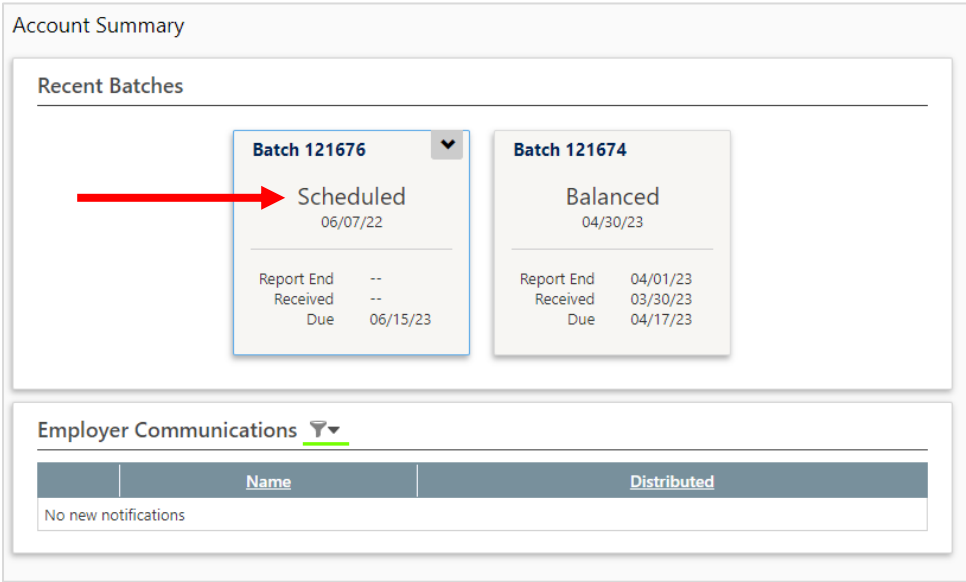
Employer Reporting File Layout					
Field Name	Description	Field Value	Required or Optional	Default if not provided	XML Schema
NewHire	Indicates if the member is a new hire as of the pay period being reported	1 = True 0 = False	Required	0	Optional
ReHire	Indicates if the member is a rehire as of the pay period being reported	1 = True 0 = False	Required	0	Optional

If you report by web entry or if your payroll software vendor was unable to program this process in your software, enrollments can be done manually by following the steps below.

Web entry employers can add members as soon as they copy the batch or build the batch manually.

If not added in the file, employers who report by file upload must wait to add new members until after all exceptions have cleared and the batch is in submitted status. When members are added this way, a manual process done by NHRS is needed. New exceptions (if any) on new members will generate.

1. To add a new hire or a re-hire to the batch, click on the batch card in the dashboard.



2. Click **View** beside the appropriate batch, and then **View Members**.

The screenshot shows the 'Employer Reporting Batches' interface. A table lists several batches with columns for 'Batch Number', 'Type', 'Status', and 'Reason'. A red arrow points to the 'View' link for the first batch. A modal window titled 'Batch Detail' is open, displaying the following information:

- Batch Number: 121676
- Type: Scheduled
- Batch Reason: Regular
- Current Status: Scheduled [History](#)
- Fiscal Year: 2023
- Due Date: 6/15/2023
- Received Date:
- Report End Date:
- Member Count: 0
- Total Salary Amount: \$0.00
- Identify Non-Reporters: True
- Include Demographics: False
- Voucher Number: 121528
- Trial Ran: False
- Submitted for Posting: False
- Waiting for Contracts: False

At the bottom of the modal, there are three buttons: 'View Members' (highlighted with a red arrow), 'View Pay Periods', and 'Copy Prior Detail'.

3. Below the list of members, click **Add**.

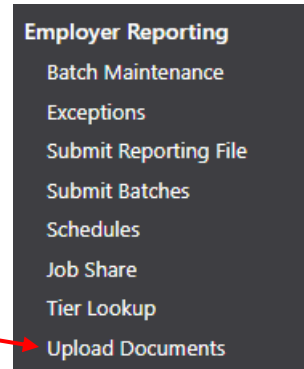
The screenshot shows the 'Members for Batch #121734 (Scheduled)' interface. It features a table with columns for 'Name', 'SSN', 'Employee ID', 'Status', 'Deleted', 'Salary', and 'Contributions'. The 'Name' and 'SSN' columns are obscured by black redaction boxes. At the bottom left, there is an 'Add' button circled in red, followed by a 'Multiple Member Update' button.

4. Enter the enrollment and payroll information for each category, then click the **New Hire** or **Re-Hire** box. Choose **New Hire** if the person has never been in the retirement system before. Note: When adding a new hire to the reporting file, you must indicate that the person is a new hire. Otherwise, the user will see an exception asking if the person is a new hire. Click **Re-Hire** if the person has previously worked for any participating employer.

Fill these fields in last, in this order!

Review the screen to confirm that all the required information – member details, demographic information, salary and contributions, and pay periods – has been added. When entering pay period info for the new member, you must fill out the pay period details in a specific order. Skip over the Plan Sub Group and Annual Base Salary fields until you have filled in all the other details, including the Enrollment Type at the very bottom, then enter the Plan Sub Group first, followed by the Annual Base Salary. Failure to add these fields in this order will result in an error! When all the information is entered, click **Insert**.

- After the batch has posted, supplemental documents associated with a new enrollment (copies of Social Security card and birth certificate, beneficiary form, etc.) can be uploaded directly to the member’s record using the **Upload Documents** link after the batch has posted and a new member record has been created. See: [Uploading Member Documents to the DRS](#).



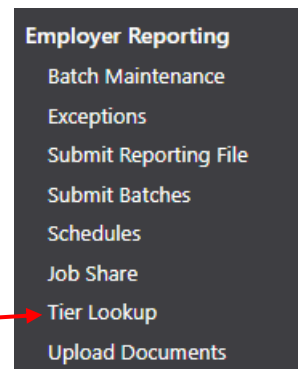
Tips and troubleshooting

Here are some potential exception messages you may encounter after adding a new member and how to address them.

How do I know if someone is a new hire or a re-hire?

If you are unsure whether someone has previous NHRS service with another employer, use the **Tier Lookup** feature in the Employer Reporting menu to search by Social Security number. If the search result says the SSN was not found, choose New Hire. If the search result shows the person’s name and membership tier, choose Re-Hire.

See: *How to Lookup a Member’s Tier*.



There is a potential match using the name and birthdate for this member, but the SSN is different.

Solution: The DRS has identified a possible duplicate member profile. To resolve this, please carefully review the member’s information, including their name, birthdate, and SSN. If you find any discrepancies, update the information accordingly.

The reported SSN for the Re-hire/New Hire already exists, but the address, phone number, or email does not match what is already on file for this member.

Solution: This could mean there is a duplicate member profile. To resolve this, please carefully review the member's information, including their SSN, address, phone number, and email. If you find any discrepancies, update the information accordingly.

Participation Begin Date and Pay Period Begin Date should be reviewed for accuracy.

Solution: Verify that the Participation Begin Date aligns with the Pay Period Begin Date. If there's a discrepancy, adjust the dates as needed. Also note that generally the hire date is the same as the participation begin date.