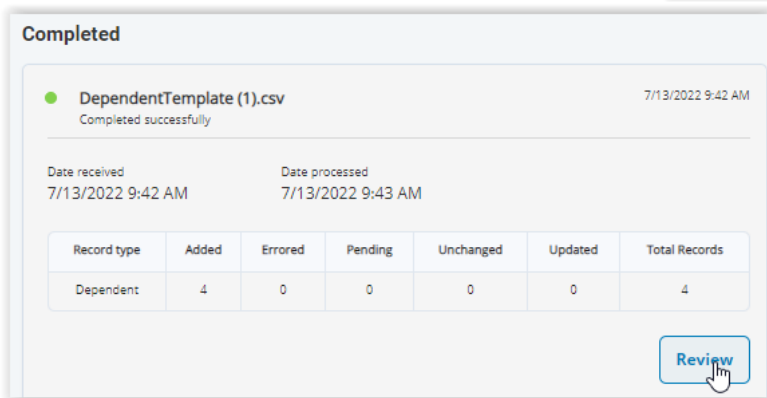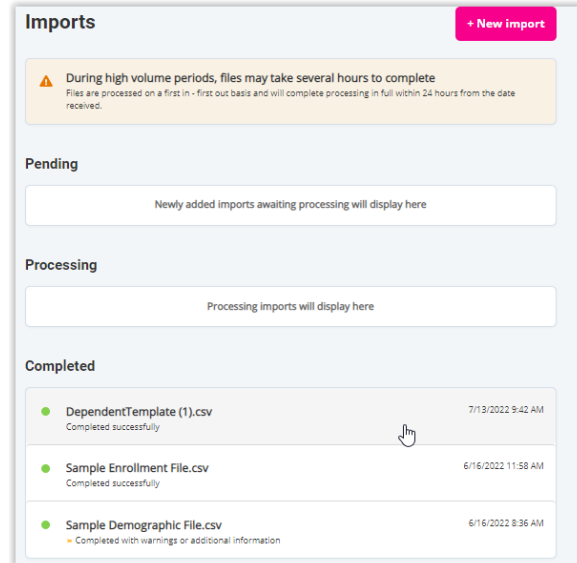# isolved™

Locating the Exception Report

The isolved Benefit Services Online Portal provides you with a suite of reports to assist you with complying with Fringe Benefits (i.e., Flexible Spending Accounts (FSA), Health Reimbursement Arrangements (HRA), etc.) This guide is designed to help you locate the Exception Report within the Online Portal.

Under the Employer Portal, select Imports.
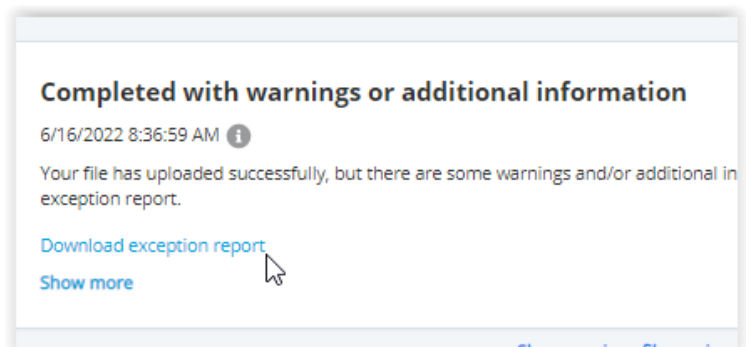
Scroll down for the files. Select the file to review.

A dropdown box will appear. Select Review.

Imports

+ New import

⚠ During high volume periods, files may take several hours to complete
Files are processed on a first in - first out basis and will complete processing in full within 24 hours from the date received.

Pending

Newly added imports awaiting processing will display here

Processing

Processing imports will display here

Completed

● DependentTemplate (1).csv — 7/13/2022 9:42 AM
Completed successfully

● Sample Enrollment File.csv — 6/16/2022 11:58 AM
Completed successfully

● Sample Demographic File.csv — 6/16/2022 8:36 AM
✦ Completed with warnings or additional information

Completed

● DependentTemplate (1).csv — 7/13/2022 9:42 AM
Completed successfully

Date received — 7/13/2022 9:42 AM
Date processed — 7/13/2022 9:43 AM

Record type	Added	Errored	Pending	Unchanged	Updated	Total Records
Dependent	4	0	0	0	0	4

Review

Select Download Exception Report (in blue)

Note: If you are unable to view the Exception Report option, then select "Show More".

Once you select the Exception Report Link, it will download.

Completed with warnings or additional information

6/16/2022 8:36:59 AM ⓘ

Your file has uploaded successfully, but there are some warnings and/or additional in exception report.

Download exception report

Show more

**Please note that the Exception Report has many Sheets in the Report. Each Sheet is for a specific part of the file feed. **