Enterprise - Payroll Errors, Their Meanings, and How To Fix

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Payroll errors are an important part of the payroll process. These errors can help alert you to any potential issues you might have while trying to complete a payroll session.

Use the following table as a guide when you are unsure what an error message means or how to proceed.

> ***Note*** If you are looking for more information on COVID related payroll errors, check out Coronavirus, FFCRA, & Paid Sick Leave

Payroll Error	Meaning	How To Fix
'PLEASE CONFIRM: Payroll run with fewer than 10 checks not been marked as late payroll.'	If you are a paperless or processing client and you have the ability to mark late payroll and have less than 10 checks in the run.	If you have the proper permissions, mark the transactions as late before continuing.
'Net pay is null or negative.'	The net amount of the staged check is negative or zero and the run type is not subpush.	Review the staged check report to see why the check is calculating to a negative amount. Options to Correct Neg. Amount: • Edit the staged check to zero • If the timecard appears incorrect, remove the check from the payroll run, and edit/correct the timecard • If the employee's adjustment(s) appear incorrect, remove the check from the payroll run, investigate and correct employee adjustments

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'Accrual calculation results in negative balance.'	The employee's balance + the current amount being taken is less than zero and "allow negative balance" is not checked on the accrual (from Enterprise Administration). Self-Hosted Clients: This looks at premployeeaccrue balance and praccrue for the balance and whether or not negative hours are allowed. This also looks at prstgcheckaccrueroot for the amount currently being calculated.	The amount being taken will need to be modified or allow negative will need to be checked on the accrual.
'Employee Paycard is unverified, a live check will be produced instead.'	The employee bank type is paycard, the account is active and the card number is filled in, but the staged check records show that electronic pay is not active. Self-Hosted Clients: Employee bank type is paycard 1 but the prstgcheck records is electronic pay 0.	Options: • Verify that the timecard is not selected as "do not epay" (from detailed timecard) • Backdate the prenote sent and approved date to a previous weekend date Self-Hosted Clients: Use options above or update the prstgcheck record to epay 1.
'Null tax'	If any of the staged check tax records have an amount tax of null. Self-Hosted Clients: prstgchecktax	Self-Hosted Clients: Verify there are percentages for the jurisids in prtaxtier and re-calculate.
'Negative tax calculated'	Self-Hosted Clients: The prstgchecktax records are less than 0 and the juris is not like 'eic%'.	Self-Hosted Clients: This might be a correcting line for our self correcting Suta/Efica/Emed, take a close look to determine if it's self correcting.

Payroll Error	Meaning	How To Fix
The employee has a transaction with a negative pay rate	The transaction has a pay rate that is set to a negative amount	Navigate back to the transaction to update the pay rate to a positive amount. If you are trying to make a correction, check out check corrections
The employee has a transaction with a negative salary	The transaction has a salary pay amount that is set to a negative number	Navigate back to the transaction to update the salary to a positive amount. If you are trying to make a correction, check out check corrections
The employee has a transaction with negative hours	The transaction has hours that are set to a negative number	Navigate back to the transaction to update the hours to a positive amount. If you are trying to make a correction, check out check corrections
The employee has a transaction with negative units and/or a negative unit pay rate	The transaction has units and/or a unit pay rate amount that is set to a negative number	Navigate back to the transaction to update the units and/or unit pay rate to a positive amount. If you are trying to adjust the employee's pay amount, check out One-Time Adjustments and Overrides.
'Employee name mismatch'	The last name and first name from the employee record does not match the employee name on the staged check. Likely from trimming on the employee name from the assignment.	Verify this by viewing the staged check; if there are a few letters missing from the end it *is* due to the character limit for employee name on the assignment record.
'Employee Missing TaxState on Employee record'	The tax state hasn't been selected on the employee pay setup.	Select a tax state under pay setup on the employee record.
'Check exceeds max net pay limitation'	The check exceeds the max net limit set. Self-Hosted Clients: This is set on the configtype 'MaxNet' in configroot	Approve if correct or remove the check from the payroll run, correct the timecard, and re-calculate.

Payroll Error	Meaning	How To Fix
'Check exceeds max gross pay limitation'	The check exceeds the max gross limit set. Self-Hosted Clients: This is set on the configtype 'MaxGross' in configroot.	Approve if correct or remove the check from the payroll run, correct the timecard, and re-calculate.
'An arrear has been deducted multiple times. Ensure this is correct'	If more than one arrear is coming out on the check with the same adjustment ID.	In all likelihood this is supposed to be happening if they've missed a few weeks. In that case, approve.
'Employee has Federal additional withholding amount that is greater than amount being deducted'	When additional withholding is entered on Federal Income Tax and the tax amount for that tax is less than the additional withholding amount.	The tax additional withholding amounts should be verified and the check producing the error should be run against Paycheck City for comparison.
'Employee has State additional withholding amount that is greater than amount being deducted'	When additional withholding is entered on State Income Tax and the tax amount for that tax is less than the additional withholding amount.	The tax additional withholding amounts should be verified and the check producing the error should be run against paycheck city for comparison.
'More than one paycode in same check including SERS/STRS'	One of the employees has 2+ timecards with the paycode sers/strs.	These aren't usually processed more than one at a time. Consider processing these transactions in separate runs.
'No tax state found on employee record.'	The tax state isn't filled out on the pay setup page of the employee record (or one was inserted that doesn't exist in the Enterprise state tax table).	Update the tax state from the pay setup page of the employee record.

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'No address state found on employee record. Please see employee and correct.'	There is no state filled in on the employee's address	From the details page of the employee record, enter a state.
'Incorrect marital status on employee record.'	If there is a marital status listed on the employee record which is not in the Enterprise table of available marital statuses.	From the pay setup page of the employee record, update the marital status.
'Employee FederalExemptions <> Federal allowances in PrEmployeeTax.'	Where the tax juris is Federal Income Tax (FedIncTax) and the employee's exemptions within pay setup do not match the allowances for that tax. Self Hosted Clients: In premployeetaxroot	From the pay setup or taxes page of the employee record, update employee tax allowances to match for FedIncTax.
'No SUTA row found.'	Where the gross is greater than 0 and there is no SUTA in the staged check tax table for that employee.	Contact TempWorks Support. Self-Hosted Clients: Investigate further and contact TempWorks Support for additional assistance.
'No state income tax row found.'	Where the gross is greater than 0 and there's no State Income Tax (StaIncTax) in the staged check tax table for that employee.	Contact TempWorks Support. Self-Hosted Clients: Investigate further and contact TempWorks Support for additional assistance.
'No federal income tax row found.'	Where the gross is greater than 0 and there's no FedIncTax in the staged tax table for that employee.	Contact TempWorks Support. Self-Hosted Clients: Investigate further and contact TempWorks Support for additional assistance.

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'No futa tax row found.'	where the gross is greater than 0 and there's no FUTA in the staged tax table table for that employee.	Contact TempWorks Support. Self-Hosted Clients: Investigate further and contact TempWorks Support for additional assistance.
Pay frequency automatically adjusted, affecting tax calculations. Consider using a Pay Periods override on affected timecards.	For some reason the timecards are not matching what the pay frequency states on the order. Pay frequency is important for tax calculations. If you paid an employee for late time worked last week and this week but normally you pay weekly (52) then the pay frequency will automatically change for this payroll run to calculate at bi-weekly rates (26) to avoid over taxing the employee. In this case it is ok to approve this error	If you are paying a late timecard, you may be able to just approve this error. Otherwise, navigate to the order and check the pay frequency listed matches how frequently you pay those employees.
'Check has negative recurring adjustment amount. Please review the adjustment.'	A recurring adjustment on the employee record has been setup to add to (increase) their check amount.	As a TempWorks best practice, it is recommended to setup *increase* adjustments as a timecard adjustment.
'Employee has Overtime Hours with no Regular time hours.'	The timecard/transaction has been entered with overtime hours and no regular hours in time entry.	In all likelihood, you probably did not intend to pay someone *just* overtime. Double check your timecard from time entry, make corrections, and re-proof.
'No ECPP row found.'	Where gross does not equal 0 and there is no ECPP in the staged check tax table for that employee.	Contact TempWorks Support. Self-Hosted Clients: Investigate further and contact TempWorks Support for additional assistance.

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'No CCPP row found.'	Where gross does not equal 0 and there is no CCPP in the staged check tax table for that employee.	Contact TempWorks Support. Self-Hosted Clients: Investigate further and contact TempWorks Support for additional assistance.
'No EEI row found.'	Where gross does not equal 0 and there is no EEI in the staged check tax table for that employee.	Contact TempWorks Support. Self-Hosted Clients: Investigate further and contact TempWorks Support for additional assistance.
'No CEI row found.'	Where gross does not equal 0 and there is no CEI in the staged tax table for that employee	Contact TempWorks Support. Self-Hosted Clients: Investigate further and contact TempWorks Support for additional assistance.
'No ProvIncTax row found.'	Where gross does not equal 0 and there is no ProvIncTax in the staged check tax table for that employee.	Contact TempWorks Support. Self-Hosted Clients: Investigate further and contact TempWorks Support for additional assistance.
'No CAFedIncTx row found.'	Where gross does not equal 0 and there is no CAFedIncTx in the staged check tax table for that employee	Contact TempWorks Support. Self-Hosted Clients: Investigate further and contact TempWorks Support for additional assistance.
'Employee Gross in PrStgCheckRoot <> JurisGross in PrStgCheckTax '	Gross on the staged check doesn't match the juris gross on the staged check record. Self-Hosted Clients: In prstgcheckrecord.	Investigate the staged check and look for pretax adjustments or converted checks.

Payroll Error	Meaning	How To Fix
'Employee has an active accrual but no accrual was calculated on the check. Please ensure that this is correct or update the accrual tier or effective date and recalculate.'	For some reason the employee has an accrual but this transaction will not add to the accrual amounts. This could be because employee's accrual is not an annual or anniversary accrual and no amount was calculated on the staged check. or it could be that this accrual is location-based and they are not working at the location needed to receive the accrual.	Check the rates, location options, and limits on the accrual tier (from Enterprise Administration) for reasons as to why it is not calculating. Check out Accrual Setup in Administration for more information.
'Employee has an incomplete secondary direct deposit adjustment. Please ensure there is routing/account number on the adjustment. '	There is an electronic pay adjustment on the employee but the routing number or account number is not filled in.	From the "pay/misc" tab on the adjustments page of the employee record, enter the account and routing number. Check out Enterprise - How to Enroll Employees in Direct Deposit for more information.
Adjustment Requires an Authority on it	There is an adjustment type on an employee record (ex. Child Support) that requires an authority but does not have an authority selected. Check out Enterprise - How to Setup Adjustments in Administration for more information/	Go to >employee record> Pay Setup> adjustments > Find your adjustment and make sure there is an authority selected in the "main" tab in the lower right corner.
Employee Missing PSD Code	Employee(s) living/working within Pennsylvania that have timecards within the payroll run without PA PSD Codes.	Navigate to Employee > Pay Setup > Local Taxes and add the appropriate PSD Code to the record from the dropdown.
Worksite Missing PSD Code	Timecards within the payroll run that are associated with Pennsylvania worksites do not have PA PSD Codes assigned.	Navigate to Customer > Details > Worksites and open the details of the worksite that needs the PSD Code added. Within the Tax Information window, select the appropriate PSD Code within the dropdown.

Payroll Error	Meaning	How To Fix
Employee is not in PA and has a PA PSD code	Employee(s) living/working outside of Pennsylvania that have timecards within the payroll run with PA PSD Codes.	Please contact TempWorks Support to get this resolved.
Customer Worksite is not in PA and has a PA PSD code	Timecards within the payroll run that are not associated with Pennsylvania worksites have PA PSD Codes assigned.	Please contact TempWorks Support to get this resolved.

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