

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

Last Modified on 01/31/2023 3:12 pm CST

Proofing is a vital step to our pay/bill process. Once you have entered time in time entry, proofing will give you and our system the chance to double check that everything is ready for payroll and invoicing. Below is a list of some of our standard proofing errors. Keep in mind that proofing errors are customizable, so you may have a few additional proofing errors than the ones listed below.

Use this table as a guide when you aren't sure how to proceed with an error.

Remember that some errors may be expected and can be approved (ex. Holiday time with a bill rate or timecard with zero bill). Always check with your management team on whether you should approve an error message.

Note If you are looking for more information on COVID related proofing errors, check out [Coronavirus, FFCRA, & Paid Sick Leave](#)

Proofing Error	Meaning	How to Fix
Authority missing on Employee Adjustment	Some employee adjustments may require that you associate an authority who will be receiving the garnished wages (child support for example). This error tells us the employee is missing an authority on such an adjustment.	Navigate to the adjustments page of the employee's record. Locate the adjustment with a missing authority and select the appropriate authority from the drop down in the lower right. If the authority you need is not listed, they can be added from Enterprise administration.
A bill rate is negative	The regular, OT or DT bill rate is set to a negative amount	Navigate back to the transaction and update the bill rate(s) to a positive amount.

Proofing Error	Meaning	How to Fix
Case Number missing on Employee Adjustment	<p>An employee's adjustment is missing a case number, which has been deemed required by the adjustments associated authority.</p> <p>*Note - Case numbers are marked as "required" from Enterprise Administration → Authorities.</p>	<p>Navigate to the adjustments page of the employee's record. Locate the adjustment with a missing case number and enter in the appropriate information.</p>
Employee is missing ACA Hire Date	<p>The employee does not have an ACA Hire Date saved to their record.</p> <p>The assigned employee either never had a date entered or a previously added ACA Hire Date has been removed. This could happen due to a "break in service" or because the employee <i>never had</i> a timecard processed when a hire date had been saved in a prior week, thus automatically negating the hire date.</p>	<p>Navigate to the pay setup page of the employee record, from the affordable care act section, select to "set hire date." Specify the status, hire date, and click to save.</p>
Confirm high bill or pay rate	<p>The bill rate or pay rate exceeds \$400 and is thus higher than what would be considered normal. This check is in place to help prevent unexpected digits being tacked on (\$500 vs \$50)</p>	<p>If this is intentional, approve the error and continue, if not, navigate to the transaction and correct the rate amount.</p> <p>*Note* If the rates on the timecard were incorrect, be sure to also correct the pay rate and bill rate on the assignment to avoid this error in the future.</p>

Proofing Error	Meaning	How to Fix
CtxnsOther Adjustments setup as Bill with Bill Amount = \$0	You are attempting to run an adjustment that is billable and there is no bill amount.	Edit the timecard adjustment from the adjustment tab of detailed timecard, or if this is intentional you can approve the error.
Customer worksite does not have a MD County Tax set up	This customer has a worksite in Maryland and there isn't a county tax associated with it.	Navigate to the customer record → details → worksites. Once there, double click on the worksite to open the "worksite details" window (be sure you are selecting the worksite associated with the transaction's assignment). From this window, add the appropriate county tax.
Customer worksite does not have a State Inc Tax set up	All states are required to have a State Inc Tax set up on them, the only state exempt from this error is Maryland.	Navigate to the customer record → details → worksites. Once there, double click on the worksite to open the "worksite details" window (be sure you are selecting the worksite associated with the transaction's assignment). From this window, select the appropriate state income tax from the drop down in the upper right.
Customer worksite state does not match income tax state	TempWorks is missing a state Inc tax in the Enterprise tax tables.	Take a screenshot of the error message, document the proofing session ID (located in the upper right hand corner of the proofing wizard) and contact TempWorks Support. We will work with this information to determine which state is missing Inc Tax.

Proofing Error	Meaning	How to Fix
Customer worksite state does not match SUTA tax state	TempWorks is missing a state SUTA tax in the Enterprise tax tables.	Take a screenshot of the error message, document the proofing session ID (located in the upper right hand corner of the proofing wizard) and contact TempWorks Support. We will work with this information to determine which state is missing SUTA.
Duplicate entry found	There are two identical timecards for one employee.	Remove one of the timecards from time entry.
Employee is not flagged as Pay Ready	Employees need to be flagged as "pay ready" before payroll can be processed and this employee is <i>not</i> flagged.	Navigate to the employee pay setup page. Once there, select the "pay setup complete" check box in the upper left hand corner (under general information).
There are X employees in this session who will generate live checks	The system is warning you that this employee is not setup for e-pay and a physical check will be printed instead.	Navigate to the employee's record and complete the e-pay setup (direct deposit account or pay card) *Note* This error is only turned on by request for clients that aim to be 100% e-pay
FLSA Error -- Employee does not meet minimum wage requirement	The system is telling you this employee is making between \$0 - \$7.25 an hour.	The pay rate needs to be updated unless this is intentional. *Note* If you are reimbursing an employee for a missed pay raise and using the retro pay code, approve this error.

Proofing Error	Meaning	How to Fix
Holiday pay code with bill rate	<p>Since holiday hours are <i>sometimes</i> classified as unbillable, an error will populate when the system finds transactions with the Holiday paycode and a bill rate > \$0.00.</p>	<p>If you intend to bill the hours approve the error otherwise navigate to the timecard and remove the bill rate.</p>
Invalid Billrate - rounding error	<p>There are too many decimal places on the transactions bill rate.</p> <p>Example \$10.255</p>	<p>Only two decimal places are allowed on the bill rate. Correct this on the timecard by rounding up/down.</p> <p>*Note* If the rates on the timecard were incorrect, be sure to also correct the pay rate and bill rate on the assignment to avoid this error in the future.</p>
Invoice hold code will prevent timecard from being pulled into invoicing.	<p>It is most likely that this transaction's assignment was a direct hire, the customer has an active "hold code" under invoice setup → credit and payroll. It is also possible that someone has physically added a hold code to the timecard.</p>	<p><u>Troubleshoot:</u></p> <ul style="list-style-type: none"> • Check the "credit and payroll" page of the customer record and verify there is no hold code selected (via the hold code dropdown). • Verify that this transaction is/is not a direct hire. <p><u>Fix:</u></p> <ul style="list-style-type: none"> • Once you have verified the reason for the hold code navigate to the transactions detailed timecard → overrides tab, and delete the selected invoice hold code.

Proofing Error	Meaning	How to Fix
<p>Must specify a contractor bank on this timecard's branch in Administration: Branch Name.</p>	<p>If you have 1099 employees or employees that belong to a vendor, then you may see this message if you have not yet specified the branch's default bank those employees pay should come out of.</p>	<ol style="list-style-type: none"> 1. Navigate to All Options > Admin > Branch 2. Locate the Branch 3. Pick the branch specified in the error 4. Select a default bank account (can be same bank account you have specified for other checks too)
<p>No ssn for w2 transaction</p>	<p>This means the employee is marked as a W2 employee but there is no SSN saved to their employee record.</p>	<p>Navigate to the details page of the employee's record and add/save the SSN.</p>
<p>Nonzero salary or salary bill unapproved</p>	<p>A salary timecard (likely internal staff) has not been approved, the salary pay or salary bill rate has not been filled in, and/or the timecard's associated pay code is not Holiday or Commission.</p>	<p>If this is intentional setup of the timecard, you can approve the error. If not, navigate to the timecard and edit the rates and/or pay code.</p>
<p>One or more employees have Regular Pay Hours for week > 40</p>	<p>The employee has more than 40 regular hours in the same week. Commonly seen when a check is voided and processed again with a correcting timecard in the same week.</p>	<p>If you are seeing this because you are processing a correcting transaction for a voided transaction, approve. If not, navigate to the timecard and edit the weekend date (if it was a late timecard for example) or hours (move the appropriate amount of hours to over time).</p>

Proofing Error	Meaning	How to Fix
OTBill less than RegBill	The bill rate is higher for regular hours than over time hours; in all likelihood this should be the other way around.	Unless intentional, go back to the timecard and correct the bill rates. *Note - If the rates on the timecard were incorrect, be sure to also correct the pay rate and bill rate on the assignment to avoid this error in the future.
Pay hold code will prevent timecard from being pulled into payroll.	The employee is not flagged as Pay Ready so their timecard has been given a payhold code and will not pull into a payroll run until this is corrected.	Navigate to the employee pay setup page. Once there, select the "pay setup complete" check box in the upper left hand corner (under general information). Then navigate back to time entry and expand the transaction's detailed timecard → overrides tab and verify the payhold code has been removed.
PayRate greater than BillRate>	The pay rate for the employee is greater than the bill rate for the customer.	You've probably flipped pay and bill rate on the assignment, you should correct this on both the assignment and the timecard.
A pay rate is negative	The regular, OT, or DT pay rate for the transaction is set to a negative amount	Go back to the transaction and update the pay rate to be a positive number.
Regular billrate is zero but overtimebill is not zero	The timecard has regular and overtime hours, but only the overtime hours have a bill rate.	Depending on the situation you should either add a bill rate for regular hours or remove the bill rate for overtime hours on the timecard.
Regular Hours Over Daily OT Plan Limit	For the overtime plan that this employee has, their regular hours are higher than what the OT plan is set to expect.	The hours should be redistributed on the timecard to reflect Regular and Overtime correctly.

Proofing Error	Meaning	How to Fix
Regular Hours Over Pay Period Limit	<p>The regular hours entered for the pay period (weekend date for example) have exceeded the hour limits.</p> <p>All of our "time plans" are built with limits and as such this type of error is designed to guard against miskeys.</p> <p>For example, keying in 400 hours instead of 40.</p>	<p>If this is intentionally done you can approve the error. If not, navigate back to the timecard and edit the hours listed so it does not exceed the limits.</p>
Regular Hours Over Weekly OT Plan Limit	<p>The regular hours entered for the weekend date have exceeded the limit.</p> <p>All of our "time plans" are built with limits and so this type of error is designed to guard against miskeys and as such this type of error is designed to guard against miskeys.</p>	<p>If this is intentionally done you can approve the error. If not, navigate back to the timecard and edit the hours listed so it does not exceed the limits.</p>
Salary or Salary Bill is Negative	<p>The salary amount or the salary bill amount have been set to a negative amount</p>	<p>Navigate back to the transaction and update the amounts to be a positive number. Make sure to update the assignment if the negative amounts are coming from there. If you are trying to reverse or void a transaction, check out our check correction options.</p>

Proofing Error	Meaning	How to Fix
Timecard Approved by Automated Approval, please review.	<p>here is a WebCenter configuration which, when turned on, automatically "approves" WebCenter timecards submitted by employees so that supervisors or customer contacts do not have to. This error draws special attention to those automatically approved timecards.</p>	<p>Given the nature of automatically approved timecards, it would make sense if you choose to review these transactions a second time. If the timecards appear correct, approve.</p>
Timecard document page links differs from total document page count	<p>Occurs when using the "Timecard Linker" and not all pages from an uploaded document have been linked to timecards in Enterprise.</p> <p>Ex. A 50 page pdf with timecard information is uploaded and only pages 1-49 are linked to Enterprise timecards.</p>	<p>Navigate back to time entry and review timecards with time entered but no linked timecard or review timecards linked to see if the wrong page was linked by mistake.</p>
Timecard linking hours exceeds transaction hours	<p>The hours stated on the linked timecard document is more than the hours entered on the Enterprise timecard.</p>	<p>The hours should be adjusted to match unless this was intentional.</p>

Proofing Error	Meaning	How to Fix
Txn already been processed for this Aldent/weekend date.	<p>This employee already has at least one posted transaction through payroll/invoicing for this employee.</p> <p>Commonly seen when a check is voided and processed again with a correcting timecard in the same week.</p>	<p>If you are seeing this because you are processing a correcting transaction for a voided transaction, approve. If not, navigate to the timecard and make your corrections. Corrections will vary depending on the situation; perhaps you need to edit the weekend date if it was a late timecard, classify the timecard as "units" as opposed to hours, or if you discover the timecard is a duplicate, delete it entirely.</p>
Txn for this weekenddate entered elsewhere.	<p>The employee has already had a timecard processed for the same weekend date this week.</p> <p>Commonly seen for employees that have multiple timecards because of different assignments.</p>	<p>When appropriate, approve the error. If there is no reason the employee should have multiple timecards processed in the same week, remove the additional timecard.</p>
Units, a unit bill rate, or a unit payrate are negative	<p>Either the units themselves are set to a negative amount or the pay or bill rate for the units have been set to a negative amount.</p>	<p>Navigate back to the transaction update the unit information which can be found in the detailed timecard.</p>

Proofing Error	Meaning	How to Fix
W2 incorrectly set	<p>This employee is flagged as a W2 but they are working for a vendor and thus the company listed on their assignment is <i>not you</i>.</p>	<p>Depending on the situation, the company either needs to be corrected (on the assignment/employee record) or W2 needs to be unchecked on the employee and assignment. In both scenarios, the timecard should also be deleted and the assignment should be ended and re-created correctly. Use "deleted/mistakenly entered" as the assignment status then re-enter time on the new timecard.</p>
WebCenter Note Found	<p>There is a WebCenter configuration which, when turned on, allows employees to include notes in their WebCenter timecard.</p> <p>This error is designed to notify users that a note is saved to the timecard.</p>	<p>Review the note by expanding the details of a timecard.</p> <p>When you are done with your review, to remove the error, delete "WC:" from the payroll note on the timecard in time entry.</p>
WEDate,WEBill,AdjNetMisc,AdjGrossMisc or Paycode	<p>One of the items listed is missing on the timecard when they should not be.</p>	<p>Take a screenshot of the error message, document the proofing session ID (located in the upper right hand corner of the proofing wizard) and contact TempWorks Support. We will use this information to determine what is missing and correct it.</p>

Proofing Error	Meaning	How to Fix
Zero Bill and/or Zero Pay	<p>This is when you have hours listed on a timecard but there is no pay or bill rate.</p> <p>Commonly seen when creating pay only timecards or bill only timecards.</p>	<p>If this isn't intentional, update the timecard to include pay and bill rates.</p> <p>*Note* If the rates on the timecard were incorrect, be sure to also correct the pay rate and bill rate on the assignment to avoid this error in the future.</p>
Zero bill and/or Zero Pay For OT Hours.	<p>You have overtime hours on the timecard but there is no overtime pay or bill rates for it to calculate off of.</p>	<p>The pay or bill rates need to be entered or the over time hours need to be removed on the timecard.</p> <p>*Note* If the rates on the timecard were incorrect, be sure to also correct the pay rate and bill rate on the assignment to avoid this error in the future.</p>
Employee is missing a PSD code.	<p>Employee(s) living/working within Pennsylvania that have timecards within the proofing run without PA PSD Codes.</p>	<p>Navigate to Employee > Pay Setup > Local Taxes and add the appropriate PSD Code to the record from the dropdown.</p>
Worksite is missing a PSD code.	<p>Timecards within the proofing run that are associated with Pennsylvania worksites do not have PA PSD Codes assigned.</p>	<p>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.</p>

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