Virginia's Community Colleges Shared Services Center	VCCS SSC	Version:	1.0
		Effective Date:	12/14/2020
Interface Error/Matching Values Investigation		Approved by:	Process Council

CONTENTS

TOP

SSC LINE OF SERVICE

Payroll

PURPOSE

Instructions for research/investigation of Error/Matching Values that occur during the Payroll Pay Action – Interface Procedure.

REQUIREMENTS

Procedure will only be performed in conjunction with Payroll Pay Action – Interface Procedure

PROCEDURE

Payroll Specialist:

1. Investigate Error/Matching Values

1.1. Review Common Error Messages

- If reviewing the Payroll Error messages indicates matching values have been found or a report indicates that an error has occurred, first review the Common Payroll Error Messages documentation (APPENDIX A) for guidance
- *Go to step 1.1.1*

1.1.1. Error Listed?

- If **YES:** *Go to step 1.2*
- If **NO:** *Go to step 1.8*

1.2. First Time Seeing Error?

- If **YES:** *Go to step 1.3*
- If **NO:** *Go to step 1.4*

1.3. Follow Guidance from Appendix A

- Follow guidance from APPENDIX A (Common Payroll Error Messages) in attempt to resolve
- After following guidance, re-run the report to determine if error has been resolved
- Return to beginning of section in the process that called this linked procedure
- For example, if error was found in step 2.7.3, return to step 2.7
- *Go to step 2*

1.4. Which Failure?

- If following guidance from APPENDIX A (Common Payroll Error Messages) fails to resolve the issue, perform the appropriate action below based upon occurrence of the failure

Failure Occurrence	Action
First	Repeat the guidance once more *Go to step 1.3*
Second	Proceed to Perform Pay Unsheet *Go to step 1.7*
Third	Create Team Dynamix Ticket *Go to step 1.5*

1.5. Create Team Dynamix Ticket

- If neither the guidance from the Common Payroll Error Messages (APPENDIX A) or un-sheeting the payroll has resolved the issue, create a Team Dynamix ticket
- Follow guidance received to resolve issue
- Return to processing original procedure as appropriate according to guidance
- *Go to step 2*

1.6. Error Requires Pay Unsheet to be Performed?

- If **YES:** *Go to step 1.7*
- If **NO:** *Go to step 1.6.1*

1.6.1. Return to Original Procedure

- Return to beginning of section in the process that called this linked procedure
- For example, if error was found in step 2.7.3, return to step 2.7
- *Go to step 2*

1.7. Perform Pay Unsheet

1.7.1. Navigate to Pay Unsheet and Search

- Navigate to Pay Unsheet: Payroll for North America --> Payroll Processing USA --> Update Paysheets --> Pay Unsheet

> **NOTE:** This page can be added to favorites for quicker access in the future by utilizing the Favorites tab and Clicking ADD TO FAVORITES.

- Click SEARCH and select appropriate Run Control ID for Institution and frequency you are processing payroll for

- *Go to step 1.7.2*

1.7.2. Enter Parameters and Save

- Ensure that the appropriate Pay Run ID is entered
- Ensure On-Cycle is selected in Payroll Cycle
- Click SAVE
- Click RUN
- *Go to step 1.7.3*

1.7.3. Review Pay Calendar Details

- Click PROCESS MONITOR
- When Run Status is Success and Distribution Status is Posted, report is ready to be checked for errors
- Navigate to Review Pay Calendars: Payroll for North America --> Payroll Processing USA --> Review Processing Messages -->Review Pay Calendars
- Enter appropriate Institution ID and Pay Group into Company and Pay group fields
- Click SEARCH
- Verify that the Pay Run ID that needed to be unsheeted has (N) instead of (Y) for the Paysheets Run and Payroll Calculation Run columns
- Return to 2.2 RUN PRESHEET AUDIT REPORT in the process that called this linked procedure
- *Go to step 2*

1.8. Investigate Error

1.8.1. Navigate to Payable Time Detail

- Navigate to Payable Time Detail: Main Menu --> Manager Self Service --> Time Management --> View Time --> Payable Time Detail

> **NOTE:** This page can be added to favorites for quicker access in the future by utilizing the Favorites tab and Clicking ADD TO FAVORITES.

- *Go to step 1.8.2*

1.8.2. Select Employee

- Enter Empl ID if available
- If Empl ID is not available, click magnifying glass next to Group ID field and click appropriate Group ID link
- Click GET EMPLOYEES

- Select link for the appropriate employee name

> **NOTE:** Searching by Group ID is preferred if multiple employees need to be viewed; allows use of PREVIOUS EMPLOYEE and NEXT EMPLOYEE buttons for navigation without backing out.

- *Go to step 1.8.3*

1.8.3. Review Payable Time Detail

- Choose appropriate Start Date and End Date for time period being processed
- Detail can be expanded by clicking on icon to the right of Task Reporting Elements tab
- Review information for issues
- *Go to step 1.8.3.1*

1.8.3.1. Can Issue Be Identified?

- If **YES:** *Go to step 1.8.4*
- If **NO:** *Go to step 1.8.5*

1.8.4. Resolve Issue

- Attempt to resolve issue
- *Go to step 1.6*

1.8.5. Navigate to Timesheet

- Navigate to Timesheet: Main Menu --> Manager Self Service --> Time Management --> Report Time--> Timesheet

> **NOTE:** This page can be added to favorites for quicker access in the future by utilizing the Favorites tab and Clicking ADD TO FAVORITES.

- *Go to step 1.8.6*

1.8.6. Select Employee

- Enter Empl ID if available
- If Empl ID is not available, click magnifying glass next to Group ID field and click appropriate Group ID link
- Click GET EMPLOYEES

- Select link for the appropriate employee name

> **NOTE:** Searching by Group ID is preferred if multiple employees need to be viewed; allows use of PREVIOUS EMPLOYEE and NEXT EMPLOYEE buttons for navigation without backing out

- *Go to step 1.8.7*

1.8.7. Review Employee Timesheet Details

- View time periods to see if there are any issues that need to be addressed
- *Go to step 1.8.8*

1.8.8. Resolve Issue

- Attempt to resolve issue
- *Go to step 1.8.8.1*

1.8.8.1. Can Issue Be Identified?

- If **YES:** *Go to step 1.6*
- If **NO:** *Go to step 1.8.9*

1.8.9. Create Team Dynamix Ticket

- If neither the guidance from the Common Payroll Error Messages or un-sheeting the payroll has resolved the issue, create a Team Dynamix ticket
- Follow guidance received to resolve issue
- Return to processing original procedure as appropriate according to guidance
- *Go to step 2*

2. END

- This process is complete

APPENDIX A

Common Payroll Error Messages

This appendix describes common errors that may occur during the payroll process and information on how to correct the errors.

1. **Error: Tax Distribution Record Not Present-HR**

   A tax distribution record is required for each employee record. The effective date on the tax distribution record and the effective date on the job record must be the same, i.e. if the hire effective date is 01/01/2012, then the tax distribution effective date should also be 01/01/2012.

   Navigation: Payroll for North America > Employee Pay Data USA > Tax Information > Update Tax Distribution

   1. Enter Employee ID and applicable record number
   2. Correct History
   3. Enter appropriate effective date
   4. Click Save

   Note: To perform this function you must have the appropriate security level. If you do not have access to the navigation above check with your IT team so that they can provide you with the security level needed.

2. **Error: This Employee Has No Primary Job for Benefits**

   Contact your HR office for resolution

   The employee tied to the error had an employment status change prior to the Pay Period End Date, which prevents some payable time from being paid to the employee. The time will remain unprocessed with a payable status or rejected by Payroll. Create a pay sheet to load time to be paid; otherwise, adjust Paid Time to close rejected time that should never be paid. This Error Was Generated By The Time And Labor Load Process.

   Sometimes it may be necessary to close payable time so that the data does not get sent to payroll for processing. One example of this is when an employee had hours manually entered into CIPPS and those hours have been paid. When this occurs, the hours that have been entered and approved in HRMS will need to be closed so the employee is not overpaid. Also, if an employee entered time on his/her timesheet for dates after his/her termination date and those hours were approved by the manager, then those hours will need to be closed to prevent their payable time from being sent to Payroll each cycle. If those hours are not closed, a payroll error will be created each cycle indicating that the hours are after the employee's termination date.

Navigation: Time and Labor > Report Time > Adjust Paid Time

1. Enter Employee ID

2. Click Search

3. Enter Start Date and End Date

4. Click Get Rows

5. Click Check Box in the 'Close?' Column for any rows that need to be closed so that they will no longer be sent to Payroll 6. Click Save

Note: The hours that are closed will appear on the payable time record & query with a payable status of 'CL'. The preferred method of fixing the payable time data should be to correct the timesheet, reprocess time admin and reapprove the time.

3. **Error: This Check Cannot Be Calculated Because Employee Has Check(s) That Have Been Calculated and Not Confirmed; The Check(s) Calculated Are Not Part of This Run**
   This individual is in more than one pay frequency that is in process (pay-sheets created, preliminary pay calc. run, final calc. run). Un-sheet one of the payrolls and resume processing.

Navigation: Payroll for North America > Payroll Processing USA > Update Paysheets > Pay Un-Sheet

1. Enter Run Control ID

2. Click Search

3. Enter Pay Run ID of the payroll that you want to un-sheet

4. Click Run

5. Click OK

6. Run Pre-confirm Audit Report (step 13) when the status is posted on the process monitor

7. Check for errors

4. **Error: The Pay Group Displayed Below Was Not Found in The Pay Group Table**
   This warning message can be ignored.

5. **Error: Pay Calculation Has Not Been Finalized and Therefore Cannot Be Confirmed**
   The final pay calculation step has not been completed.

Run final pay calculation, verifying that the 'On-Cycle Preliminary Run Cal. Run Box is unchecked.

6. **Error: The Selected Run Cannot Be Confirmed Because A Prior Run Has Not Been Confirmed**

   A prior pay-run the same pay frequency has not been confirmed.

   Review pay calendars and Confirm prior unconfirmed payrolls

7. **Error: State Not in Company Tax Table**

   The employee address used (state) on the job record is not in the company state tax table.

   Please email payroll@ssc.vccs.edu and in the subject line add: "Attention Payroll Manager – Add State to Company Tax Table" so that the state can be added to the state tax table for your institution.

8. **Error: All Checks for A Pay Calendar Have Not Been Calculated and Cannot Be Confirmed**

   Changes were made to employee(s) pay lines that need to be calculated. Recalculate Payroll.

   Navigation: Payroll for North America > Payroll Processing USA > Produce Payroll > Calculate Pay

   1. Enter Run Control ID
   2. Enter Pay Run ID
   3. Click On-Cycle
   4. Verify that the On-Cycle Preliminary Cal Run box is unchecked
   5. Choose (Re)Calculate All Checks under calculate option
   6. Click Save
   7. Click Run
   8. Click OK
   9. Click Process Monitor
   10. Review Pay Calendar when the Distribution Status is 'Posted'. The Payroll Calculation Run box should be checked.

9. **Error: Comp Rate Is Missing**

   A comp rate is required for all employees EXCEPT adjuncts and workforce (pay groups 043,093, and 094). For adjuncts and workforce employees this is an acceptable message.

Notify your HR department that the comp rate needs to be established for the applicable EMPID #.

VERSION CONTROL

Version	Author/Editor	Change	Approvals	Date
1.0	Michele Johnson, Content Manager	Approvals	Process Council	December 14, 2020
Major version numbers (e.g., 1.00, 2.00, 3.00) are for final published document. Minor version numbers (e.g., 0.01, 1.01, 2.03) note ongoing draft changes.				