



## Error Resolution

When you are adjusting payroll, you can see if your adjustments are causing any errors. After you select the Calculate Pay Now task (or close and reopen the form), if any errors occur, you can see them on the Other tab. Once you fix the errors and recalculate, the errors on the list will stop displaying.

Or, you can wait until you have made all your changes for all employees to check for errors. Two new fields have been added to the search criteria for the Adjust Payroll activity:

- ▶ Have Errors - Find any employee that has errors.
- ▶ Error Activity Category - Find any employee that has errors for a particular category (i.e., general, labor, PERS, STRS).

Both of these search fields work with any other search criteria.

### What Do I Do If I Get an Error?

The following table lists error messages you may receive on the Other tab of the Adjust Payroll activity or through the Payroll Errors Report (Pay22).

The table is sorted by category, then code. If you receive one of these messages, look to the troubleshooting column to determine your course of action.

Category	Code	Error Message	Troubleshooting
General	18	Position #<PosId>-<AssignmentId> salary schedule <SalarySchedId>/<SalarySchedCellId> could not be found using a pay period ending date of <PayPrdEndDate>.	The salary schedule cell specified in the assignment has ended. Check the date on the salary schedule and verify that it should have been ended. Fix the assignment if you have verified that the salary schedule setup is correct.
General	19	Position #<PosId>-<AssignmentId> Assignment is using a calendar <CalendarId> setup to use an Hourly / Daily calculation and the salary schedule's <SalarySchedId> conversion basis value, but this conversion basis value is set to 0.	There is a conflict between the calendar and the salary schedule specified for this assignment. Most likely the conflict is from the calendar setup. The Hourly/Daily field should only be set to yes when you want to use hourly rates from monthly schedules with hours per month or daily rates from annual schedules with days per year.

Category	Code	Error Message	Troubleshooting
General	20	<AddonId> Addon pay rate can not be calculated because either the Rate 1 Amount (\$<Rate1Amt> or Rate 2 Amount (\$<Rate2Amt> can not be determined.	<p>Check the addon's setup. Rate 1 and Rate 2 work together to define a pay rate:</p> <ul style="list-style-type: none"> <li>▶ If rate 1 is blank and the rate 1 option is blank, a rate 1 value can be entered via the Adjust Payroll or Employee Payroll Setup activities.</li> <li>▶ If rate 1 is blank and the rate 1 option has a value, the rate 1 option value is used to determine the pay rate, which is then multiplied by rate 2, and then the number of units.</li> <li>▶ If rate 1 has a value and the rate 1 option is L (locked), the pay rate is determined by multiplying rate 1 by the number of units to be paid at that rate.</li> </ul>
General	21	Position #<PosId>-<AssignmentId> Assignment is using a custom calendar <CalendarId> can not be used on a pay cycle which is not equalized.	You cannot use a custom calendar for an assignment that does not have equal pay. Pay is the equalized for each month of the fiscal year of the assignment when the pay cycle's Equalized Pay flag set to yes.
General	22	<AddonId> Addon could not find matching salary schedule cell amount for <SalarySchedId> <SalarySchedRowId>/<SalarySchedColId> .	The salary schedule cell specified in the addon has ended. Check the date on the salary schedule and verify that it should have been ended. Fix the addon if you have verified that the salary schedule setup is correct.
General	23	Active payroll setup tax record could not be found.	<p>Every employee should have a tax record. Setup a tax record for this employee using the Employee Payroll Setup activity.</p> <p>The tax information can also be entered as a one-time entry on the Other tab of the Adjust Payroll activity.</p>
General	24	Active payroll setup retirement record could not be found.	Every employee should have a PERS or STRS record. Setup a retirement record for this employee using the Employee Payroll Setup activity.
General	25	This employee has been setup for a last pay check as of <DateTerminationLastPayCheck>.	This employee has a date in the Last Paycheck Date field of their Employee record (on the Employment tab). This date has passed and the pay was not processed.

Category	Code	Error Message	Troubleshooting
General	26	Employee has negative pay amount even though they have a positive gross pay.	Verify that the net pay is supposed to be negative. For example, this error message can be ignored if net pay is negative because it is a void/cancel payroll.
General	27	This employee has setup and/or adjustments that will post against both kinds of retirement systems.	You cannot belong to PERS and STRS simultaneously. Check the retirement record for this employee using the Employee Payroll Setup activity.
General	28	Employee's setup will cause Direct Deposit to be sent and a payroll check to be generated.	This is an alert. There may be nothing to change. Check the ACH tab of the Employee Payroll setup activity.
General	29	<DeductId> Deduction of \$<DeductAmt> could not be taken because the employee's net pay would have been negative <AmtNetPay>.	This deduction was not processed because the employee's pay would have been negative.  It may be necessary to remove the deduction or have it process as a partial deduction (the Take Partial flag in the deduction record is set to yes).
General	30	<DeductId> Deduction of \$<DeductAmt> was reduced to \$<AmtNetPay> because the employee's net pay would have been negative.	The deduction was only partially processed. The deduction is set up with the Take Partial flag set to yes. This means that when net pay might go negative if the entire deduction amount is processed, Escape Online will only process a partial amount, up to and including all net pay.
General	40	ACH Deposit setup appears to have more than 100% distribution setup which caused an ACH amount to be negative during an auto balancing step. Because of this, an ACH amount will not be setup.	You need to edit the setup of the employee's direct deposit setup to ensure no more than 100% is being distributed.
General	41	Negative Net Pay for Employee	Review the employee snapshot, and compare to last month. Did the employee's earnings go down and can no longer support the deductions they have? Or are some earnings missing? After fixing any problems, if net pay is still negative, you can set up a negative deduction to make the net pay 0, that sets up a receivable to the district. If the employee is incorrect, and should have another assignment, go to the employee and add the other assignment.

Category	Code	Error Message	Troubleshooting
General	42	Negative Gross Pay was encountered on a regular pay cycle. Possibly there is an assignment pay off problem or a negative earnings adjustments.	Review employee snapshot, with particular attention paid to earnings. Is the employee missing a new assignment? Negative gross pay typically happens when an end date is back dated. If the employee is correct, and owes the district money, you can set up a negative deduction to make the net pay 0, that sets up a receivable to the district. If the employee is incorrect, and should have another assignment, go to the employee and add the other assignment.
General	43	Pos #<PosId> - <AssignmentId> is setup using a calendar <CalendarId> with a special payroll calculation method and is in conflict with Salary Schedule <SalarySchedId> pay period percentage setting and/or an annual salary schedule time unit was encountered.	The calendar is set up with one of the “pay actual days” pay calculation options. This is incompatible with a salary schedule that is pay period percent. You must change the calendar or the salary schedule for this assignment.
General	44	Pos #<PosId> - <AssignmentId> is setup using a calendar <CalendarId> with a special payroll calculation method and cannot be used in the STRS retirement system.	The calendar is set up with one of the “pay actual days” pay calculation options. This is incompatible with the STRS retirement system. You must change the calendar for this assignment.
Labor	1	Position #<PosId> does not have any accounts setup for earnings to be distributed to.	All earnings for this position will be coded to the payroll error account defined in the Ledger Setup tab of the Organization record. Check the setup of the position and enter the account information as appropriate.
Labor	2	Position #<PosId> accounts are referencing an account that does not exist for fiscal year <FiscalYear> <AcctLinkId>.	This error indicates that an account number used in the pay day has been deleted. Modify the position accounts, and/or create the account using the Finance, Setup, Chart of Accounts, Accounts activity.
Labor	3	<AddonId> Addon tied to an Assignment <AssignmentLineSeqNum> on this payroll could not be located in this payroll.	You cannot assign an addon to a position that is not active on the last day of the pay period. The employee referenced in the error message probably has a position that has been ended mid-month. Delete the position number referenced in the addon's earnings specified in the Adjust Payroll activity. (This may require more entry on the Adjust Payroll activity, accounts for example.)
Labor	4	<AddonId> Addons that are not setup to be paid by a specified account will try to use the employee's position accounts. In this case no assignments were found on this payroll. <PayCyclePrd>.	The pay for this addon will be coded to the payroll error account defined in the Ledger Setup tab of the Organization record. Enter an account for the addon's earnings specified in the Adjust Payroll activity.

Category	Code	Error Message	Troubleshooting
Labor	5	<AddonId> Addon account is referencing an account that does not exist for fiscal year <FiscalYear> <AcctLinkId>.	This error indicates that an account number used in the pay day has been deleted. Check the addon/position accounts, and/or create the account using the Finance, Setup, Chart of Accounts, Accounts activity.
Labor	6	<AddonId> Addon overlay Account #<AcctNumIdOverlay> can not be located for fiscal year <FiscalYear> <AcctNumId>.	The account entered for the addon's earnings in the Adjust Payroll activity is not valid. The positional account was used because the account mask set up in the addon does not generate a valid account number. Either re-enter the account number or create the account using the Finance, Setup, Chart of Accounts, Accounts activity.
Labor	7	<DeductId> Deduction offset Account for Fund #<AcctFundCode> and Object #<AcctObjectCode> can not be located for fiscal year <FiscalYear>.	This error indicates that an account number used in the pay day has been deleted. Check the deduction's accounts, and/or create the account using the Finance, Setup, Chart of Accounts, Accounts activity.
Labor	8	<ContribId> Contribution offset Account for Fund #<AcctFundCode> and Object #<AcctObjectCode> can not be located for fiscal year <FiscalYear>.	This error indicates that an account number used in the pay day has been deleted. Check the contribution's accounts, and/or create the account using the Finance, Setup, Chart of Accounts, Accounts activity.
Labor	9	<ContribId> Contribution employer Account #<AcctNumIdContrib> can not be located for fiscal year <FiscalYear> <AcctNumId>.	The accounts for distributing the employer costs cannot be found. Verify that the account(s) exist. Check the employee's assignments and addons. Verify that the Charge Benefits flag is set to Yes.
Labor	10	Net Pay Cash offset Account for Fund #<AcctFundCode> and Object #<AcctObjectCode> can not be located for fiscal year <FiscalYear>.	This error indicates that an account number used in the pay day has been deleted. Check the fund/object codes listed in the Ledger Setup tab of the organization record. Create the account using the Finance, Setup, Chart of Accounts, Accounts activity.
Labor	11	Net Pay Due To offset Account for Fund #<AcctFundCode> and Object #<AcctObjectCode> can not be located for fiscal year <FiscalYear>.	This error indicates that an account number used in the pay day has been deleted. Check the fund/object codes listed in the Ledger Setup tab of the organization record. Create the account using the Finance, Setup, Chart of Accounts, Accounts activity.
Labor	12	Net Pay Due From offset Account for Fund #<AcctFundCode> and Object #<AcctObjectCode> can not be located for fiscal year <FiscalYear>.	This error indicates that an account number used in the pay day has been deleted. Check the fund/object codes listed in the Ledger Setup tab of the organization record. Create the account using the Finance, Setup, Chart of Accounts, Accounts activity.

Category	Code	Error Message	Troubleshooting
Labor	13	Cash Account needed to move an employee who is being paid by multiple funds can not be located (Fund #<AcctFundCode>, Object #<AcctObjectCode>, Resource #<AcctResourceCode> and Project Year #<AcctProjectYearCode>).	This error indicates that an account number used in the pay day has been deleted. Check the fund/object codes listed in the Ledger Setup tab of the organization record. Create the account using the Finance, Setup, Chart of Accounts, Accounts activity.
Labor	14	PERS Recapture employer contribution Account #<AcctNumIdContrib> can not be located for fiscal year <FiscalYear> <AcctNumId>.	The account defined in the contribution is not valid. Create the account using the Finance, Setup, Chart of Accounts, Accounts activity. There is also an account defined in the Ledger tab of the Organization record. If you leave that field blank, Escape Online will default to the General Fund with a resource of '0000' and a object code of '8092'. All other components will be blank.
Labor	15	Cash Account needed to move PERS Recapture funds can not be located (Fund #<AcctFundCode>, Object #<AcctObjectCode>, Resource #<AcctResourceCode> and Project Year #<AcctProjectYearCode>).	The cash account associated with the PERS recapture contribution is not valid. Create the account using the Finance, Setup, Chart of Accounts, Accounts activity.
Labor	16	Labor distribution Debits of <AmtDR> and Credits of <AmtCR> are out of balance.	This is most likely a result of other errors you have received, specifically missing accounts. The best course of action is to resolve all other errors and then see if this is still a problem.
Labor	17	<AddonId> Addon requires that an account number specified.	Enter the account number for the addon's earnings in the Adjust Payroll activity.
Labor	33	Total Contributions amount of <ContribAmt> does not match the amount distributed of <ContribAcctAmt>. Possibly you need to set your earnings account to allow miscellaneous contributions to be charged.	This is most likely a result of missing accounts. Check the Charge Benefits flag in the assignment, addon or the line item added through the Adjust Pay activity. At least one of these must be flagged as YES.
Labor	34	Net pay amount of <~AmtNetPay~> does not match the amount distributed cash amount of <~NetPayAcctAmt~>. This problem might be caused by not having an earnings line that allows miscellaneous deductions to be charged out (Check the "Charge Benefits" settings).	If this dollar amount is the amount of the PERS reduction, then check the PERS file.  If the charge benefits flag is set to No, change it to Yes.
Labor	36	Current Year Liability Account needed to setup a charge for a prior year payroll to can not be located (Fund #<AcctFundCode>, Object #<AcctObjectCode>, Resource #<AcctResourceCode> and Project Year #<AcctProjectYearCode>).	Create the account using the Finance, Setup, Chart of Accounts, Accounts activity.

Category	Code	Error Message	Troubleshooting
Labor	37	Prior Year Liability Account needed to clear a charge for a prior year payroll to can not be located (Fund #<AcctFundCode>, Object #<AcctObjectCode>, Resource #<AcctResourceCode> and Project Year #<AcctProjectYearCode>.	Create the account using the Finance, Setup, Chart of Accounts, Accounts activity.
PERS	31	PERS Matrix Error: <StatusMsg>.	Escape Online ensures that information in the payroll is consistent with the Payroll Reporting Element Relationships chart found in the PERS Procedures Manual. Any conditions that do not match the chart will be reported by Escape Online. For specific reporting information, please refer to the PERS Procedures Manual.
PERS	45	The PERS retirement status between this employee and the system wide person retirement data does not match. You may want to check the retirement setup for this employee and make certain it is accurate.	Double-check the retirement setup for Person record to make sure that it matches the district record.
STRS	32	STRS Matrix Error: <StatusMsg>.	Escape Online ensures that information in the payroll is consistent with the Error Matrix released by STRS. Any conditions that do not match the matrix will be reported by Escape Online. Please refer to STRS publications for specific questions regarding reporting requirements.
STRS	46	The STRS retirement status between this employee and the system wide person retirement data does not match. You may want to check the retirement setup for this employee and make certain it is accurate.	Double-check the retirement setup for Person record to make sure that it matches the district record.
STRS	38	Name was changed from <NameOld> to <NameNew>.	This is an information message that the employee's name has been changed.
STRS	39	<AddrType> Address Change.	This is an information message that the employee's address has been changed.