

Troubleshooting Payroll Errors

Formatting errors while uploading a file:

- Invalid Social Security Number
 - Possible additional header row in file that needs to be deleted.
 - There is a missing digit in SSN.
- Invalid numeric field
 - Dollar sign and commas must be removed from file.
 - Only 5-digit zip codes allowed.
 - Negatives can only be expressed with a minus sign (no parenthesis).

Resolution:

1. After the file has been corrected, click **Close** on the file validation splash window to dismiss.
2. Click **Back** to select the payroll date again and resubmit the corrected file

NOTE: You will not be able to resubmit the file again after you dismissed the file validation splash window—it will generate 'failed' error.

Data validation errors (uploading a file or manual entry):

- Birth date is blank
 - The birth date was blank or in the wrong date format. Use MM/DD/YYYY format.
- Hire date is blank
 - The hire date was blank or in the wrong date format. Use MM/DD/YYYY format.
- Hire date < birth date
 - A participant's hire date cannot be before their birth date.

- Rehire with no term date
 - A participant can only be rehired if they were previously terminated. Therefore, when a rehire date exists, a termination date is required.
- This participant is termed in our system but is receiving contributions on the file.
 - You cannot remove a termination date to update the participant. You will need to either delete the row or add a rehire date.

Resolution:

1. Update the information in the **Edit Data** screen and click **Save** to store the changes.
2. Click **Next** to rerun data validations.
3. If there are only warning and all critical errors have been addressed, they will be prompted with the Totals/Funding screen and a notation of any outstanding warnings.

New	Status	Social Security Num...	Name - First	Name - Mi...	Name - ...	Employee Nu...	Gender	M
No	Warning	333333999	Test-x1999	Test-x1999	Acceleration		Male	Nc
No	Critical	268326832	David		Dudley		Male	Sti

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Severity	Error
Warning	The file contains deferral amounts however no compensation has been entered for the period.
Error Description	This participant is termed in our system but is receiving contributions on the file. Please remove the contributions or enter a rehire date.