FAQ on Payroll

I. Common errors faced during live run:

1. **Net pay difference due to Claim from previous month**

   Solution: To check the previous payslip for negative amount and check the results table pc_payresult for claims if any.

2. **Loan recovery during unauthorised absence and zero pay**

   Solution: Loan infotype to be copied and saved with that full month start and end date. Remove the recovery amount without changing any loan balance to avoid deduction for the current month. Resultantly, there would be 3 records for the loan with dates delimited appropriately.

3. **Newly created IDS not appearing in PA30 of DDO id and master data for payroll.**

   Solution:

   i.   Respective 'Payroll Area' not maintained in IT001.

   ii. DDO code not maintained till 31.12.9999

   iii. Employee not assigned to the post correctly due to no authorization of appointing authority.

4. **No payroll results available for 12th period of year for employee ID.**

   Solution: No pay results available for February of the year. Maintain RA date as start of March of the current year. And whatever payment pending of February or earlier periods to be maintained as arrears in IT0015.

5. **Assignment feature 40 L did not take place.**

   Solution: Not an error. Proceed with the process.

6. **Higher income tax is deducted than actual.**

   Solution: PAN details are not maintained in Infotype 0185.

7. **Live run execution, if control record status is changed (status or period).**

   Solution: Execute t-code PUOC_40→Enter personnel number→Click payroll→select Regular "On Demand"→Start Payroll→Save. Then do the posting run.
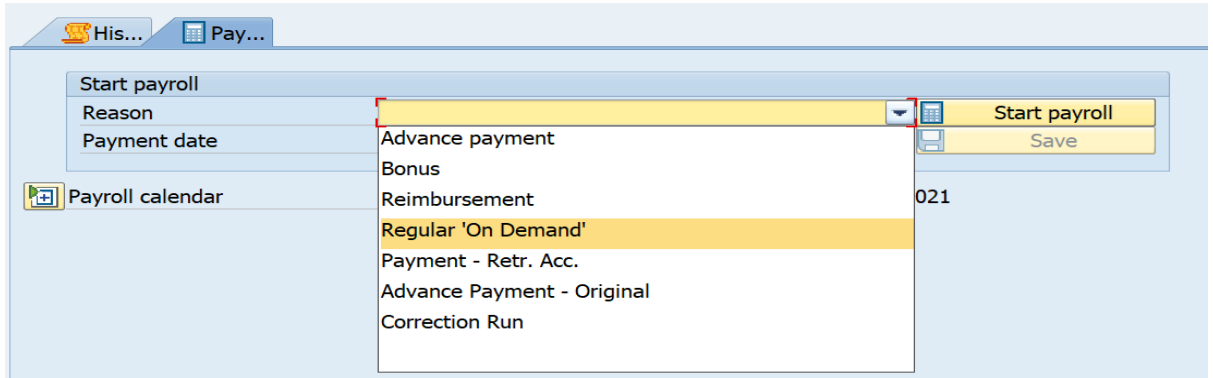
8. **Live run results without retro changes.**

Solution: PA30→0003→Change/ delete the Earliest MD change and execute live run.

9. **To exclude the live run of personnel ids.**

Solution: PA30→0003→check Pers.no.locked and execute live run. (Ensure that the recoveries are delimited upto previous month).

10. **For correct calculation of gross salary/ income tax if final separation is updated in actions (0000) infotype.**

Solution: Update the date of retirement in Infotype 0041→update date of retirement against N0. Also, in the month of retirement, final separation needs to be updated before live run.

11. **RA accounting date set by system, 01.10.18, is before pers earli:**

Solution: This means that RA date is changed by the user. If corrections pertaining to the period prior to the current RA date is to be done, note down the RA date available in the system. After making the required changes, the RA date should be restored to the original RA date.

12. **Wage type incorrectly reduced:**

Solution: This means that the deductions are more than the earnings. Review the deductions and ensure that earnings are equal or greater than the deductions.

13. **Current payroll payment date ** less than last payroll payment date**
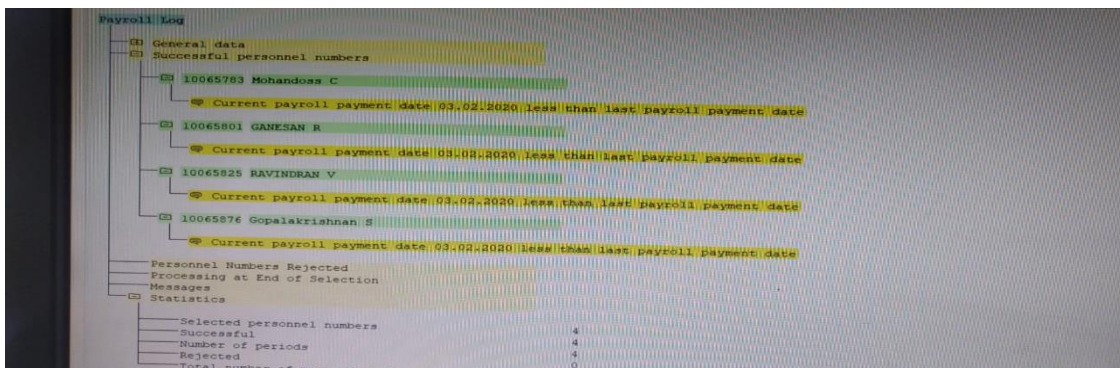
Solution: Off cycle payments for any previous date cannot be executed, if payment had been processed with subsequent dates. Modify the off cycle date, as current date and execute.

II. Common errors during posting run:

14. **If system logs out, after document creation or release and during creation of posting run.**

Solution: Execute pcp0, and search the document (ctl+F) with the run number or user id or unique text to release/post the document.

15. **Ids Skipped while posting**

Solution: Implies that posting is already done. Check PU01/ create posting run for the specific emp_ID again, to identify the run number through which the document was posted.

16. **Posting balance error for the entire amount for the current month.**

Solution: Bank details are not maintained or maintained for partial month. Please maintain the data for the complete month.

17. **No record in infotype 007 for the period.**

Solution: Maintain infotype 0007 for the employee.

18. **No authorisation to read infotype 0027.**

Solution: Maintain cost centre in infotype 0001, also check the cost centre mapping in PO13 and ensure the same is maintained.

19. **Error in org.key though maintained in PA30→0001.**

Solution: Check org.key is maintained in PO13 for the post id in 1013.

20. **Deletion of run number, for not posted document.**

Solution: PCP0→ctrl+F→search the run number using run number/unique text/employee id of the ddo→select the run number→press delete icon.

21. **Cost centre unavailable for pensioners.**

Solution: Due to transfer action updated in PA30 instead of Pensioner data change. (0000) Actions to be corrected and IT001 to be saved again. Then the normal procedure of copying the IT0185/07 to be done.

22. **Reversal of the document after posting.**

Solution: Go to PCP0→Edit→Filter→Delete Filter.

After filter is deleted, PCP0→Edit→Reversal→Reverse documents.

23. **Document creation : "Incorrect" status:**
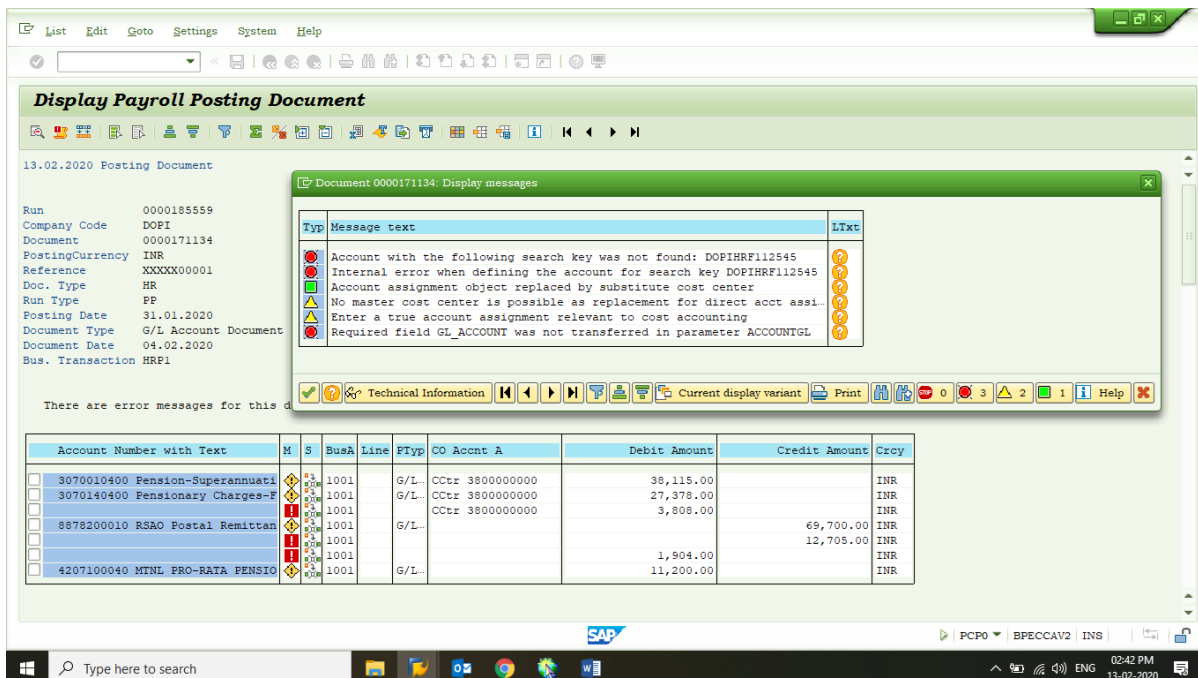
Solution: This is due to incorrect Wage Type mapping e.g. Postal Pensioners mapped with applicable for Telecom Pensioners. Click on Document Overview, and then double click on the document, to find the details of the issue and the impacted Emp IDs. Accordingly correct the wrong wage types and save the data.

24. **Rejected cases:**

Call up of feature PPMOD was not successful:
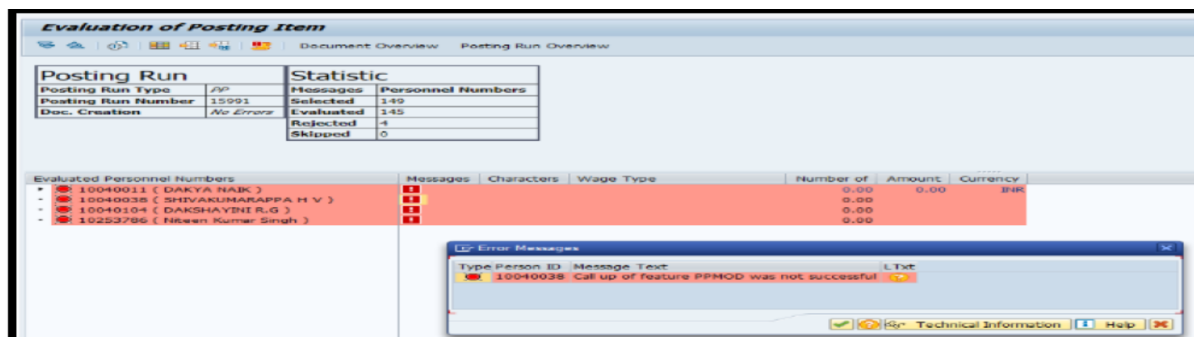
Solution: This error occurs, if the cost centre is missing or org. key (head of account) is missing/incorrect or more than one official is mapped to the same position ID. Delete the live run. Map the missing data or correct the incorrect head of account, or correct the position id, then do live run and then final posting run.

25. **Posting balance is not cleared (period **):**
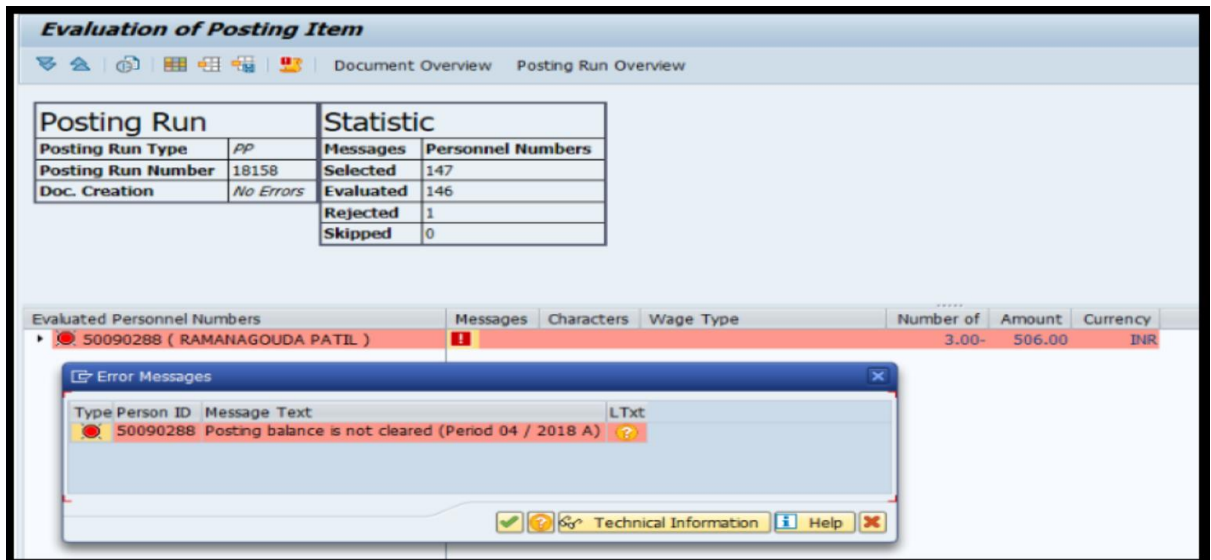
Solution: This error is due to any changes made pertaining to previous payroll data or deletions of data in info type 57. Double click on the arrow symbol available before Employee ID or symbol at Messages and it will show the period and year e.g. 02/2018 means April 2018 data. Identify the difference of the data and pay slip of the period given in the error and restore the original data.

26. **Net pay difference/ PPMOD Error/ Posting balance.**

Solution: Delete the payroll result. Then PA30→utilities→Payroll status→Bonus info. Click the bonus info and delete the entries available in the bonus info.

Then re run live payroll.

** Same solution will work in case of PPMOD error, if cost centre/ Org key is correct. For Posting balance issue, after correcting the difference, please follow the above step.
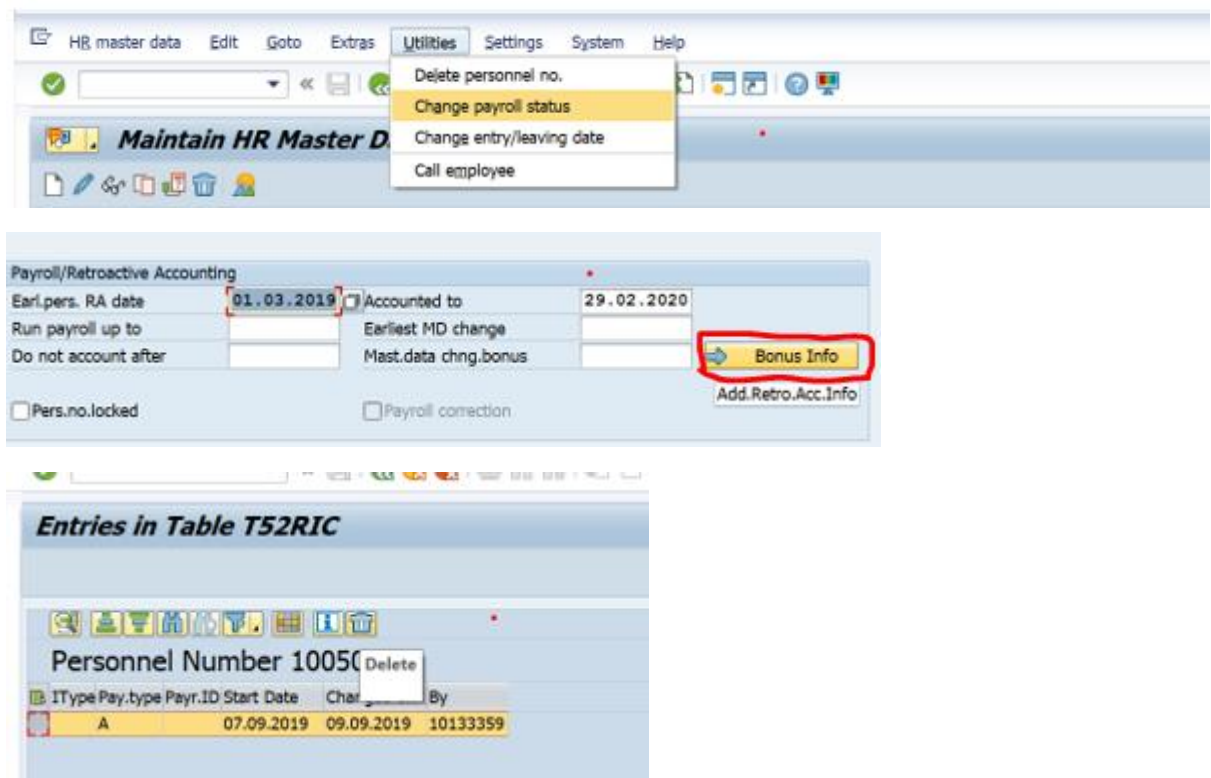
27. **Posting skipped:**

Solution: This error occurs if posting is already completed or already document has been released and not posted.

To find the skipped cases, press back button and execute the output log. Skipped employee ids are displayed.

Solution: If rejected due to posting already completed, then delete the posted document. If document is released and not posted, post the document.

** The status of the document can be seen in PCP0.

28. **While doing Live run/ posting, "According to control record..........., payroll is not completed".**

Solution: Control record is not maintained for the action. Posting is allowed, if control record is in Exit payroll status. Live posting run is allowed, if control record is in Released for payroll. Adhere to the payroll schedule.
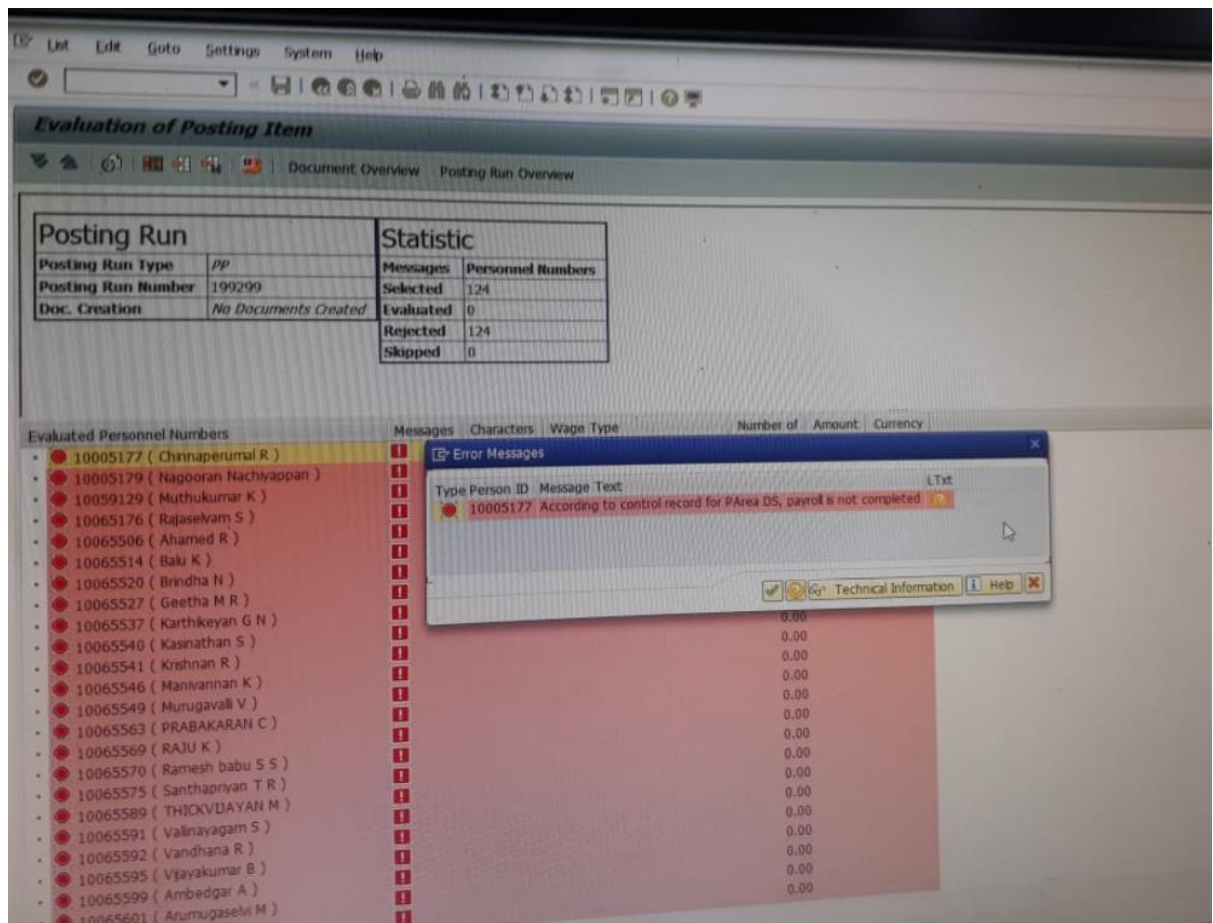
III. Errors faced during disbursement:

29. **Bank account not appearing in Master data**

Solution: IT0009 might be in locked status

30. **No data in POSB/ bankcredit**

Solution: Refer bank transfer report to check whether Posting is done or not. Also, see payment information of results table, to check whether account details have been maintained during live run. Same details to be maintained in IT0009 for the period.

31. **Error "Input is not correct" while executing POSB interface.**

Solution: Check the validity of the DDO code maintained in IT0185. DDO code end date should always be till 31.12.9999. Also check the payroll area and processing period.

32. **POSB Interface - Outbound file generated but no inbound seen.**

Solution: Check for the HRMS audit report in Finacle, after 1 hour of executing the POSB interface.

33. **Pending POSB interface files:**

Solution: Latest files if already processed, files prior to cannot be triggered. Also, file of previous months cannot be triggered /re- triggered. For executing POSB files of previous months, ensure that the control record is in exit status of the respective month.

34. **POSB not credited due to invalid sol id.**

Solution: Go to correction of errors and input the correct sol id and save. Then execute POSB interface, by checking **"include errors cases".**

35. **POSB not credited - Remark is blank.**

Solution: To check the HRMS audit report, if failed, check for the reason from response file.

36. **ABAP-programming error-no authority to open file during POSB interface execution.**

Solution: Means no authorization to execute POSB interface. Please mail to csihr.payroll@tcs.com/ hrms.cept@indiapost.gov.in for role provisioning.

37. **No commitment item entered error (or) No authorisation to run zpay_bankcredit.**

Solution: Means treasurer role is not available, same to be provisioned.

38. **No authorisation for profit centre in zpay_bankcredit.**

Solution: Means user is not having above/below access for the profit centre.

39. **"Change in the payroll past is not possible" while updating the bank details, though RA date is blank.**

Reason: Bank details are updated for partial month.
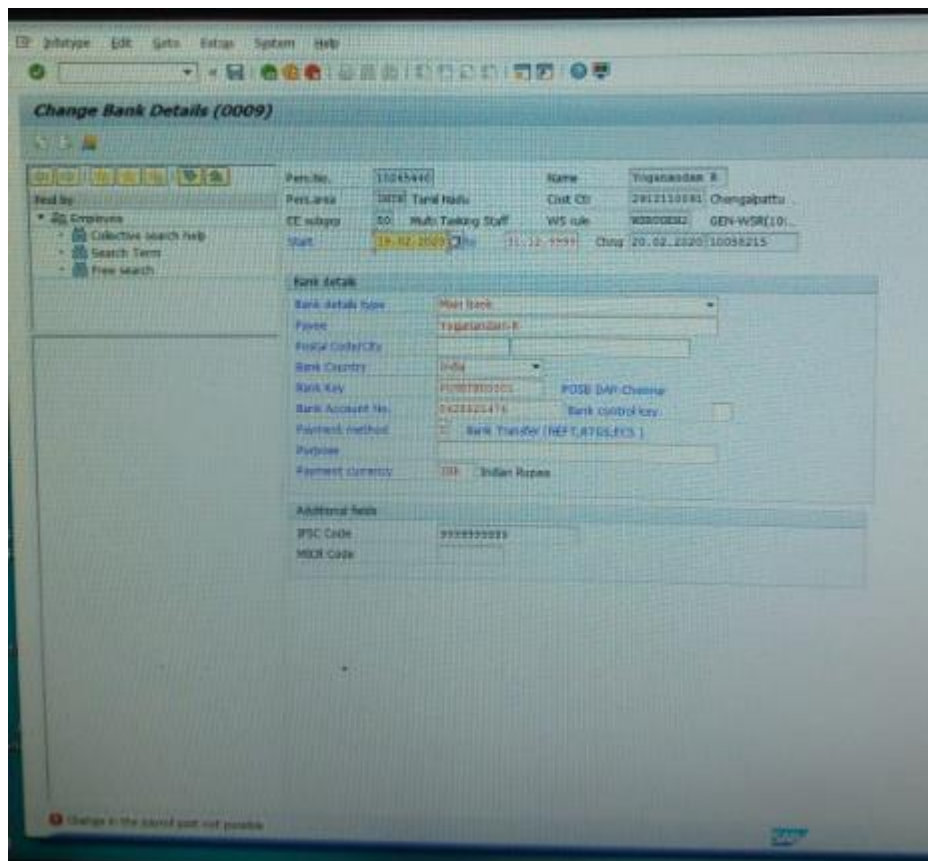
Solution: Bank details should be updated for the entire month, though the employee has joined in the middle of the month. Bank details could not be modified or updated for the previous period, if payroll has been done already.

IV. Points to remember:

40. **Whether off-cycle payment is possible when control record is under released for payroll or correction?**

Off cycle payment can be done only when control record is in 'exit' mode. However, the payment can be included in IT0015 and processed along with salary.

41. **Payroll Area (PA) change during middle of the month not possible.**

Should not be resorted to in case if any off-cycle payment has been processed during the month.

42. **While executing posting, select "Manually" and enter the date. Then enter date in "Document date" also. (Refer screen shot)**

Posting to Accounting: Create Posting Run

Search Help

Payroll Period

Period	Current Payroll Period
Payroll Area	—
Period	0

Selection Criteria

Personnel Number	
Payroll area	

Run Attributes

Off-Cycle Payroll Run	
Type of document creation	S Creation of simulation documents
☐ Output log	
Text on posting run	
Cost Planning	

Specify posting date

- ◉ Acc. to Period Definition
- ○ Acc. to Payment Date
- ☐ Manually ___
- Special Periods

Data for document creation

Document Date	
Posting variant	SAP Standard variant1

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43. Please limit the end date for recoveries as 31.12.9999.

44. The bank details maintained during live run is taken for payment. To check the bank details maintained during live run, go to pc_payresult→payment information. If the

same is not maintained during live run, interface and bank credit for the account is not possible.

45. Form 16: Use t-code: zhr_form16 if disbursement of taxable OCP during March. For all other cases, use t-code: pc00_m40_f16.

46. Enter unique text while execution of posting run to identify the document. DDO code and date of execution is preferable.

47. NPS contributing employees even though if the employee is not giving the addition contribution of Rs. 50000, if the NPS contribution is over and above Rs.1,50,000 system is giving extra 50000 exemption under 80CCD(1B)(01). This minimum amount is an adjustment amount and not any extra amount with in the NPS contribution exemption. Only in case of GPF contributor addition contribution of Rs. 50,000/- is checked and exempted when maintain in IT0585.

48. When the control record is in 'Released for payroll', Leave request cannot be created in ESS portal.

49. If basic pay is modified with retro effect, EL encashment paid will show EL encashment arrears for the modified amount of basic pay.

50. It is not recommended to modify any Loan balances manually, in case of any issues, delimit existing loan by maintaining the balance amount in IT0045 payment tab. For Loan deletion /modification use Infotypes 0045 and 0078 which need to sync. Here, the record needs to be copied from the current month not from retrospective date.

51. Whenever outstanding loan is repaid other than recovery in payroll, then the same should be entered by choosing the option "Special repayment (external)" under <Payment> tab, instead of choosing "Special repayment (payroll)"

52. All GPF advance/ withdrawals etc should be processed only through ESS portal and not directly.