11 Troubleshooting – The Process Message Log

If the on-line pay slip does not look right at this point, e.g. no basic pay is shown for the individual the first thing you should check is
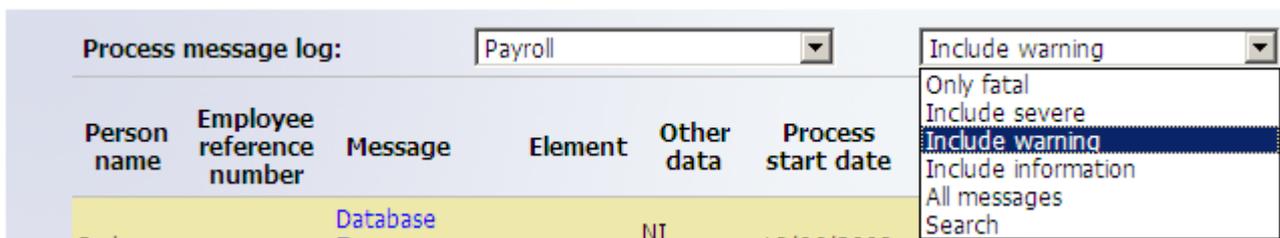
1. Has the calculate pay process completed?
2. Check the 'Process message Log'

Navigate: **Organisation> People** (find person) **> Payroll > Pay History >Process Message Log**
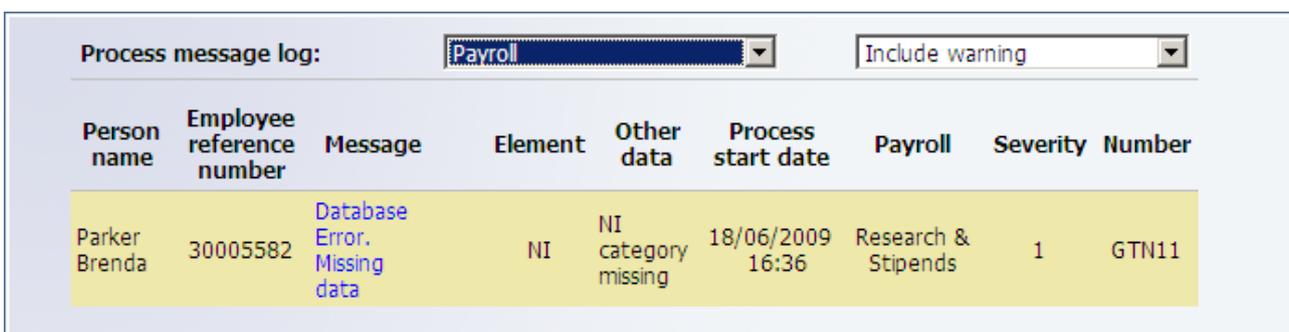
The page enables you to control the information that is displayed by using a drop down list at the top right of the page to filter the display to the following

- All messages
- Only fatal
- Include severe
- Include warning
- Include information

Select the required level of message display from the drop down list and the display will change accordingly. The most important column to look at is the 'message' column.

Process message log:	Payroll ▼	Include warning ▼

Only fatal
Include severe
Include warning
Include information
All messages
Search

Person name	Employee reference number	Message	Element	Other data	Process start date
Parker		Database Error	NI		18/06/2009

Process message log:	Payroll ▼	Include warning ▼

Person name	Employee reference number	Message	Element	Other data	Process start date	Payroll	Severity	Number
Parker Brenda	30005582	Database Error. Missing data	NI	NI category missing	18/06/2009 16:36	Research & Stipends	1	GTN11

For some types of message the system also gives you some 'advice' on how to resolve in the same column.

Category of message	Message description	Action required
Fatal	No valid contract attached to payroll at this date	Check the employee's attach contract to payroll details Organisation > People (find person) > Payroll > attach to payroll
	No method of payment has been specified	Check to see if this has been entered and that the type is 'default'. Organisation > People (find person) > Payroll > payment methods
Severe	Zero Net Pay	Check to see if a salary has been entered for the individual either in : • <u>Payscale values</u> for most employees whose salary is based on a salary table for their grade Organisation > People (find person) > employment> positions>payscale values Or • <u>Salary Details form</u> for individuals with spot salary Organisation > People (find person) > employment> positions>salary details
	Negative net pay is not allowed. The arrears will be carried forward	
	FTE hours zero for the dates required	Check <u>Hours and basis</u> Organisation > People (find person) > employment> positions>hours and basis
	Contractual hours zero for the dates required	
	Element not valid in this payroll.	Check to see if the correct <u>element</u> is attached Organisation > People (find person) > Payroll > Elements> element details Check to see if attached to <u>the correct payroll</u> Organisation > People (find person) > Payroll > attach to payroll

	No valid tax code found	Check <u>tax codes</u> Organisation > People (find person) > UK Legislation> Tax codes
	No deduction has been taken because no opening balance has been input.	This element has a reducing balance attached but no value has been entered. Organisation > People (find person) > Payroll> Element opening balances
Warning	Insufficient pay to take deduction. Arrears have been generated.	
	Element processing sequence not set	
	This person is a leaver	Check <u>Occupancy Details</u> Organisation > People (find person) > Employment > positions > Occupancy details
	Contract locked	This contract has been locked by the system. It may be unlocked by using the Unlocked Contract or Locked Contract search forms
Information	Process started	