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

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

Check tax codes
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 Occupancy Details
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