

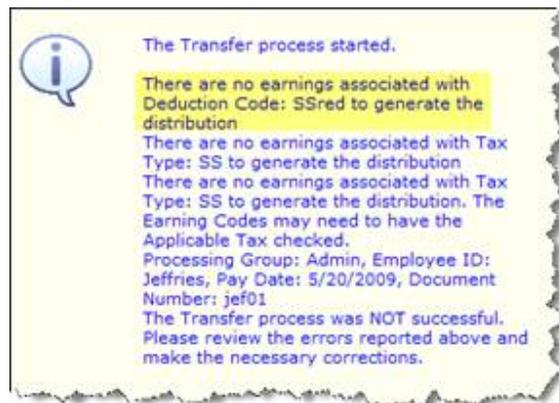
Error Unable to Transfer to Accounting

SYMPTOM: You can watch our instructional video on **Unable to Transfer Payroll to Accounting by clicking here (<https://vimeo.com/297188190>)**

An error message was received during the transfer of Payroll to Accounting.

CAUSE: Multiple scenarios produce Transfer Process messages that prevent payroll transfer. Commonly encountered causes and solutions are documented in this article.

RESOLUTION: **Scenario 1 – There are no earnings associated with the Deduction Code: XXXX to generate the distribution.**



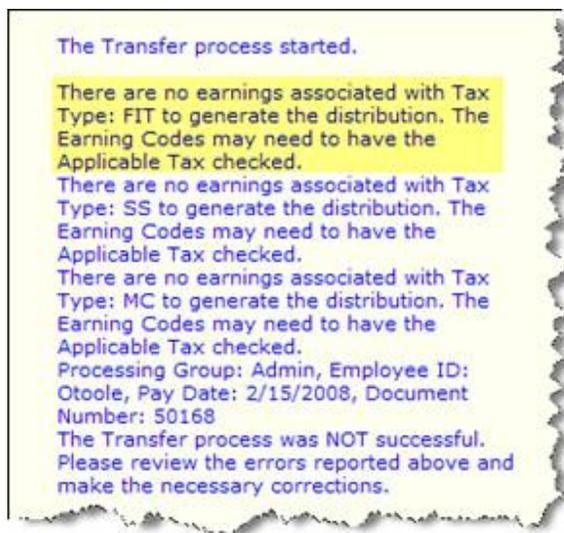
This check contained amounts related to taxable deductions/benefits, but had no earning distribution codes associated with it. Consequently, taxes cannot be distributed appropriately. Normally taxes follow earnings. But since this check has no earnings there is no way to know how to distribute them.

Resolution- Voiding a check with no distribution codes will not resolve the error.

1. First access the Deduction Code and verify that the Earnings tab is filled in correctly
2. If it is, log a support case and provide the PAY DATE and CHECK NUMBER. Support will create a script to delete this check.

NOTE: If you need to cut a check for this situation (commonly used to reimburse employees for excess deductions taken out) you will need to re-issue the check. You MUST have an earnings code on the check, even if it is for \$1. Without earnings of some kind the check cannot distribute its amounts and or transfer.

Scenario 2 – There are no earnings associated with the Tax Type: XXX to generate the distribution.



Common Causes:

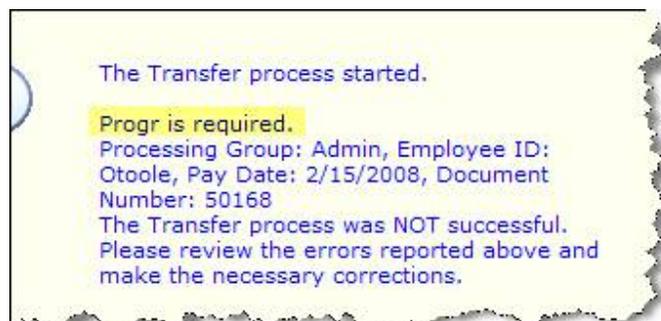
1. The employee being paid Is exempt from taxes, but the check has taxable deductions/benefits.
2. After printing the check, the earning code taxes tab was modified.

Resolution

1. Use the Check register or Earnings history report to find the earnings code(s) associated with the check.
2. Go to Maintain>Earnings Codes> Select the Taxes tab.
3. Check all applicable taxes listed in the error message.

NOTE: This MUST be done even if the employee is not normally subject to taxes and even if the earnings code is not normally subject to taxes. Taxes HAVE been taken on this check already. We now need to tell the system how to deal with them. Checking the earnings code as subject to taxes WILL NOT cause the system to recalculate or take any additional taxes on that or any other employee using that earnings code. It will only allow the system to transfer taxes already taken. After the check has transferred to accounting you will want to go back in and change the code back to the way it was.

Scenario 3 – A Segment is required

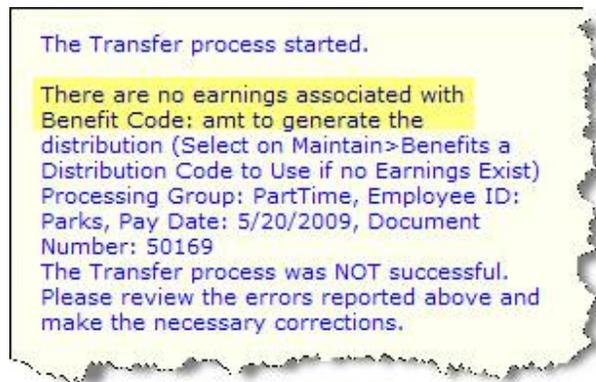


Cause: A distribution code associated with the payroll transfer does not contain all segments.

Resolution

1. Using the Earnings History report (Reports>History>Earnings) to find the distribution code associated with that check
2. Go to Maintain>Distribution Codes and provide the missing segment information. All checks using this distribution code will be updated.

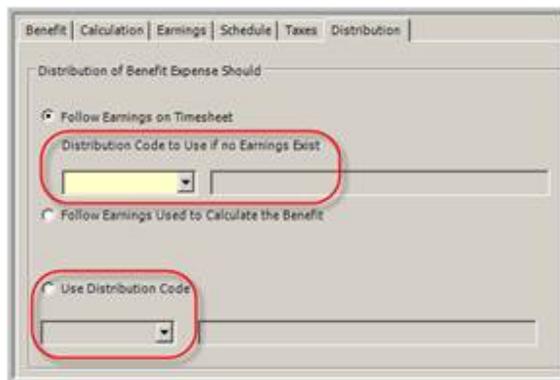
Scenario 4 – There are no earnings associated with Benefit Code: XXX to generate the distribution.



Cause: The check contains only a benefit. There are no earnings associated with this benefit code.

Resolution:

1. Go to Maintain>Benefit Codes> select the distribution tab.
2. Choose a distribution method



3. If you choose "Distribution Code to use if no Earnings Exist", this will only impact checks that have no earnings.

4. If you choose "Use Distribution Code", the benefit on this and all future transfers will use this code.

Scenario 5 – Transfer Process Started and Fails to Complete

Cause: The transfer process is locked, typically caused by network connectivity issues.

Resolution:

1. Login to the Admin module
2. Go to System>Current Activity> clear the lock on the Payroll Transfer process.

Scenario 6 – Payroll Transfer Error: Document is required for Employee XXX Paydate YYYY

Cause: The document number field on the custom check format associated with the checks is damaged or missing.

Resolution:

1. Delete the problematic check format or delete and re-add the document number field to the check format.
2. Restore from backup prior to printing checks and rerun payroll using the correct format.
3. If no backup, log a support case. Customer support will create a script that deletes affected documents.

ADDITIONAL INFORMATION:

Related Articles:

KB 711 (<http://kb.abila.com/article/what-do-when-not-all-payroll-checks-transfer-accounting>): What to do when not all payroll checks transfer to accounting

KB 3966 (<http://kb.abila.com/article/what-type-payroll-transactions-generate-accounting-entries>): What type of payroll transactions generate accounting entries?

KB 10046 (<http://kb.abila.com/article/how-does-transferring-summary-vs-detail-affect-reporting>): How does Transferring in Summary vs Detail affect reporting?

KB 10061 (<http://kb.abila.com/article/payroll-transfer-freezes-or-unresponsive>): Payroll Transfer Freezes or is unresponsive

Required Tags:

ARTICLE TYPE:

Product Issue

PRODUCT LINE:

MIP Fund Accounting

PRODUCT MODULE/FEATURE:

Payroll

PRODUCT VERSION:

2013.4

2013.3
2013.2
2013.1
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RANKING:

Your rating: None Average: 5 (1 vote)

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#1371

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