



**Guide to common errors
and warnings**

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Content page

Document purpose	Page 3
Dealing with errors	Page 3
File Structure Validations	Page 4
File Content Validations	Page 4
Payroll Calendar validations	Page 17

Document purpose

This guide highlights some of the most frequent errors (in no particular order) encountered when uploading payroll files into the portal and creating the payroll calendar. The errors documented are not definitive and if you come across one that is not listed please telephone Client Support on 0330 100 3399 for further assistance.

This guide will be subject to periodic review.

The only intention for future variance of this document is to allow for additional errors to be highlighted or removed (where applicable) or a change in the error message that is displayed.

Dealing with errors

This document will be available to all clients (i.e. voluntary schemes, auto enrolment schemes and payroll bureaux) and therefore all the errors mentioned in this guide will not apply at the same time.

The errors that have been greyed out below are not applicable to voluntary schemes until they have reached their actual staging date.

For payroll bureaux the errors will be on a client basis only and not across all payroll bureau members.

When you encounter an error with your payroll file upload you will need to use the 'error log' that has been produced to identify the error and then you must update the original file. Once that has been completed you will need to re-upload the complete file again.

Please ensure you also update your master data following any errors so to avoid them being repeated the next time you upload a payroll file.

When you encounter an error, while creating the payroll calendar in the portal, please resolve the issue highlighted in the error message to ensure that you have created the pay periods correctly. It is vital that the correct information is entered when creating the payroll calendar as this information is used to validate the payroll files that you are uploading.

File Structure Validations

The data file that is produced from your payroll system is required to be in a specific format and should include all of the 36 columns identified in the 'A guide to the generic input files' specification that can be located in the NOW: Pensions help centre – www.nowpensions.com

If the structure of the file does not meet the requirements laid out in the specification the following errors will occur.

Error message	Action required
<i>The import file has the following problems: Heading "Column Header" is missing from the import file</i>	<i>The data file should include all 36 columns outlined in the 'A guide to the generic input files' specification, please ensure that the missing column is added to the data file before upload If the missing column header is not included in the file being produced from your payroll system please contact your software provider to discuss.</i>
<i>The import file has the following problems: Heading "Column header" does not exist in the upload download</i>	<i>Column headings are required to exactly match the contents of the 'Guide to the generic input files' specification, please ensure that the correct column headings (case sensitive) are included in your data file If the column header does not exactly match the required field format, in the file being produced from your payroll system, please contact your software provider to discuss</i>

File Content Validations

During the upload of your payroll file the portal will carry out validation checks on the content of the file. As a result of these validation checks you may receive:

- Error messages – this means that the data has not been processed for this employee , you will be required to resolve the specific data error and re-upload the original data file
- Warning messages – this means that the data has been processed for the employee, however we have identified a potential issue with the data that has been uploaded. You may need to resolve the issue in your master data to prevent the Warning being displayed each time you upload a data file.

Error/Warning message	Field	Expected value/ format	Action required
<i>Import failure with Error message: ERROR: Forename 1 is a mandatory field and must not be left empty.</i>	<i>Forename 1</i>	<i>Alpha</i>	<i>Please check that this field is populated</i>
<i>Import failure with Error message: ERROR: Forename 1 must only contain Alpha characters and must contain between 2 and 40 chars</i>	<i>Forename 1</i>	<i>Alpha up to 40 Characters</i>	<i>Please ensure the employees full forename is populated (no initials) and it does not contain any full stops or numbers</i>
<i>Import failure with Error message: ERROR: Forename 2 must contain only Alpha characters (no full stops or numbers).</i>	<i>Forename 2</i>	<i>Alpha</i>	<i>Please ensure the employees forename does not include any full stops or numbers</i>
<i>Import failure with Error message: ERROR: Surname is a mandatory field and must not be left empty.</i>	<i>Surname</i>	<i>Alpha</i>	<i>Please check that this field is populated</i>
<i>Import failure with Error message: ERROR: Surname must only contain Alpha characters and must contain between 2 and 40 chars</i>	<i>Surname</i>	<i>Alpha up to 40 Characters</i>	<i>Please ensure the employees full surname is populated (no initials) and it does not contain any full stops or numbers</i>
<i>Import failure with Error message: ERROR: NINO not valid format, must be AA000000A.</i>	<i>NINO</i>	<i>AA000000A</i>	<i>Please ensure the NINO provided is in a valid format</i>
<i>Import failure with Error message: ERROR: Temporary NINO supplied, leave blank if not known.</i>	<i>NINO</i>	<i>AA000000A</i>	<i>Please input the employees valid NI Number. If NI Number is not known please leave blank</i>
<i>Import with Warning message: WARNING: NINO Missing - only ok within 6 months of employment start.</i>	<i>NINO</i>	<i>AA000000A</i>	<i>This warning is to highlight that NOW: Pensions do not hold a NI Number for the employee and this should be added to a future file. The employee will need to quote their NI Number when contacting NOW: Pensions to discuss their policy so it is a key item of data.</i>

<i>Import with Warning message: WARNING: NINO Missing and employee has been in service for more than 6 months.</i>	<i>NINO</i>	<i>AA000000A</i>	<i>This warning is to highlight that NOW: Pensions do not hold a NI Number for the employee and this should be added to a future file. The employee will need to quote their NI Number when contacting NOW: Pensions to discuss their policy so it is a key item of data.</i>
<i>Import with Warning message: WARNING: Duplicate NINO in import.</i>	<i>NINO</i>	<i>AA000000A</i>	<i>This warning is to highlight that you are uploading 2 or more members with the same NI Number. Please check the data for the members highlighted to ensure the correct NI Numbers are provided on all future files.</i>
<i>Import failure with Error message: ERROR: STARTDATE is a mandatory field and must not be left empty.</i>	<i>STARTDATE</i>	<i>DD/MM/YYYY</i>	<i>Please ensure the file contains the start date for the Employee</i>
<i>Import failure with Error message: Title is a mandatory field and must not be left empty.</i>	<i>Title</i>	<i>Alpha</i>	<i>Please ensure that the file contains the title for the employee</i>
<i>Import failure with Error message: The value 'xxx' does not exist in the drop down list for title.</i>	<i>Title</i>	<i>Alpha</i>	<i>The 'title' populated for the employee is not one of the acceptable codes. Please refer to Appendix 1 of the "Guide to Generic Input Files" for acceptable codes.</i>
<i>Import failure with Error message: ERROR: DOB is a mandatory field and must not be left empty.</i>	<i>DOB</i>	<i>DD/MM/YYYY</i>	<i>Please ensure the file contains the DOB for the employee</i>
<i>Import failure with Error message: ERROR: DOB data in invalid format.</i>	<i>DOB</i>	<i>DD/MM/YYYY</i>	<i>Please ensure the file contains the DOB in the correct format</i>
<i>Import failure with Error message: ERROR: SEX is a mandatory field and must not be left empty.</i>	<i>SEX</i>	<i>M or F</i>	<i>Please ensure the file contains the sex for the employee</i>
<i>Import failure with Error message: ERROR: Sex must be either M or F.</i>	<i>SEX</i>	<i>M or F</i>	<i>Please ensure that either M or F is provided in this field for each employee Please note (Male and Female) are also acceptable.</i>

<i>Import failure with Error message: ERROR: PAYROLLNO is a mandatory field and must not be left empty.</i>	<i>PAYROLLNO</i>	<i>Alphanumeric (symbols permissible)</i>	<i>Please ensure that the payroll number is provided in this field for each employee</i>
<i>Import failure with Error message: ERROR: PAYROLLNO must not be longer than 20 characters.</i>	<i>PAYROLLNO</i>	<i>Alphanumeric (symbols permissible)</i>	<i>Please check the payroll number provided for the employee and amend where necessary. If your employees payroll number is longer than 20 characters please contact Client Support for further guidance</i>
<i>Import failure with Error message: ERROR: You are trying to upload more than one row with the same combination of PAYROLLNO, ER CODE and PAY CODE</i>	<i>PAYROLLNO</i>	<i>Alphanumeric</i>	<i>The employees payroll number must be a unique employee ID within each PAY CODE. Please check the payroll numbers for all employees highlighted to ensure they are correct and amend where necessary.</i>
<i>Import failure with Error message: ERROR: PAYSTART is a mandatory field and must not be left empty.</i>	<i>PAYSTART</i>	<i>DD/MM/YYYY</i>	<i>Please ensure the file contains the PAYSTART date for the Employee</i>
<i>Import failure with Error message: ERROR: PAYSTART data in invalid format.</i>	<i>PAYSTART</i>	<i>DD/MM/YYYY</i>	<i>Please ensure the file contains the PAYSTART in the correct format</i>
<i>Import failure with Error message: PAYSTART must be less than or equal to 'DD/MM/YYYY'.</i>	<i>PAYSTART</i>	<i>DD/MM/YYYY</i>	<i>The PAYSTART cannot be a future date, please ensure that the PAYSTART on the file is less than or equal to the current date. The PAYSTART in the file will also need to match the Pay Period Start Date in the Payroll Calendar, for the relevant Pay Period, to enable the file to be processed.</i>

Error message	Field	Expected value/ format	Action Required
<i>Import failure with Error message: ERROR: PAYPERIOD is a mandatory field and must not be left empty.</i>	<i>PAYPERIOD</i>	<i>Numeric</i>	<i>Please check that the file contains the current pay period.</i>
<i>Import failure with Error message: ERROR: PAYPERIOD data in invalid format - must be numeric.</i>	<i>PAYPERIOD</i>	<i>Numeric</i>	<i>Please check that the PAYPERIOD in the file is in the required format</i>
<i>Import failure with Error message: You are trying to upload data for processed pay period.</i>	<i>PAYPERIOD</i>	<i>Numeric</i>	<i>The pay period in question has been closed and processed, therefore no further updates to this pay period are allowed. You will need to add any updates to the next pay period.</i>
<i>Import failure with Error message: ERROR: PAYFREQ is a mandatory field and must not be left empty.</i>	<i>PAYFREQ</i>	<i>Monthly, Weekly, Fortnightly, Quarterly, Four Weekly, 4 4 5</i>	<i>Please ensure that the file contains one of the acceptable codes listed</i>
<i>Import failure with Error message: ERROR: PAYFREQ data in invalid format.</i>	<i>PAYFREQ</i>	<i>Monthly, Weekly, Fortnightly, Quarterly, Four Weekly, 4 4 5</i>	<i>Please check that the PAYFREQ in the file is one of acceptable codes listed</i>
<i>Import failure with Error message: ERROR: Unexpected PAYFREQ supplied</i>	<i>PAYFREQ</i>	<i>Monthly, Weekly, Fortnightly, Quarterly, Four Weekly, 4 4 5</i>	<i>Please check the PAYFREQ in the file against the payroll calendar in the portal to ensure that the correct PAYFREQ is being provided for the PAY CODE being applied to the employee record.</i>

<i>Import failure with Error message: ERROR: ENROL DATE data in invalid format</i>	ENROL DATE	DD/MM/YYYY	<i>Please ensure the file contains the ENROL DATE in the correct format</i>
<i>Import failure with Error message: ERROR: Enrolment date cannot be before Postponement date</i>	ENROL DATE + POSTPONEMENT DATE	DD/MM/YYYY	<i>Please review the file and correct where necessary.</i>
<i>Import failure with Error message: ERROR: An ENROL DATE and OPTIN date should not be provided in the same file OR Error - Enrol date cannot equal Opt In Date. Please check data and resubmit</i>	ENROL DATE + OPTIN	DD/MM/YYYY	<i>Employees should either be Automatically Enrolled or they will have Opted In to the scheme, please review the file and amend where necessary.</i>
<i>Import failure with Error message: ERROR: Opt Out date cannot be equal to enrolment date</i>	ENROL DATE + OPTOUT	DD/MM/YYYY	<i>The ENROL DATE and OPTOUT date should not be the same. Please check the dates to make sure they are correct in the file and amend where necessary.</i>
<i>Import failure with Error message: ERROR: POSTPONEMENT DATE data in invalid format</i>	POSTPONEMENT DATE	DD/MM/YYYY	<i>Please ensure the file contains the POSTPONEMENT DATE in the correct format</i>
<i>Import failure with Error message: ERROR: Assessment needs to be set for new employees</i>	ASSESSMENT	<i>Eligible jobholder, Non-eligible jobholder, Entitled worker, Worker</i>	<i>Please ensure that a valid Assessment category is provided for the employee.</i>
<i>Import failure with Error message: ERROR: The value <xxxx> does not exist in the drop-down list for ASSESSMENT</i>	ASSESSMENT	<i>Eligible jobholder, Non-eligible jobholder, Entitled worker, Worker</i>	<i>Please check that the assessment format in the file matches the agreed wording (the Assessment Categories are case sensitive).</i>

Error message	Field	Expected value/ format	Action Required
<i>Import failure with Error message: Error: The imported combination of worker category and enrolment or postponement date is not valid. The postponement and/or enrolment date should not be populated for employees assessed as 'worker' or who have not been assessed at all. Please correct the data by either removing the dates or providing valid worker categories</i>	ASSESSMENT	Eligible jobholder, Non-eligible jobholder, Entitled worker	<i>Employees that have not been assessed, or who have been assessed as a Worker, should not have a Postponement or Enrolment date. Please amend the data in the file so that a valid Assessment category is provided or remove the dates from the file for the employee.</i>
<i>Import failure with Error message: ERROR: ADDRESS 1 is mandatory and must not be left empty.</i>	ADDRESS 1	Alphanumeric	<i>Please ensure the file contains the ADDRESS 1 for the employee</i>
<i>Import failure with Error message: ERROR: Address line 1 must contain no more than 34 chars</i>	ADDRESS 1	Alphanumeric	<i>Please ensure that no more than 34 characters are provided in the Address Line 1 field.</i>
<i>Import failure with Error message: ERROR: Postcode is a mandatory field and must not be left empty</i>	POSTCODE	Alphanumeric	<i>Please ensure that the file contains the postcode or if overseas ensure the first 4 digits of the Country are populated (i.e. EIRE)</i>
<i>Import failure with Error message: POSTCODE value is not valid for their attribute restriction</i>	POSTCODE	Alphanumeric	<i>Please check that the postcode is in a valid format or if overseas please ensure the first 4 digits of the Country are populated (i.e. EIRE).</i>
<i>Import failure with Error message: ERROR: Postcode must contain no more than 9 chars</i>	POSTCODE	Alphanumeric	<i>Please check that the postcode is in a valid format and does not contain more than 9 characters (including spaces). If overseas please ensure the first 4 digits of the Country are populated (i.e. EIRE).</i>

<i>Import failure with Error message: Duplicate email Address found for test2@test.net. Record has not been saved.</i>	EMAIL	Alphanumeric + @	<i>This usually means that another employee has the same email address or you are trying to create a new record with the same email address as 'another/same' employee. The email address must be unique for all employees. Please either update the file with a new email address or remove the email address from the file. If after investigation you still receive the error then please call client support for further guidance</i>
<i>Import failure with Error message: EMAIL value is not valid for their attribute restriction Or EMAIL the value entered does not match the expected format</i>	EMAIL	Alphanumeric + @	<i>Please check that the email address is in an acceptable format.</i>
<i>Import failure with Error message: SAL SACRIFICE must be Y/Yes or N/No</i>	SAL SACRIFICE	Y or Yes N or No	<i>Please check that this field is populated and that it is populated with one of the acceptable options for SAL SACRIFICE</i>

Error message	Field	Expected value/ format	Action Required
<i>Import with Warning message: The difference between provided employee amount (5.00) and previously stored employee amount (50.0000) is bigger than the tolerance (5%).</i>	EE CONTS	Numeric, 0.00	<i>This is a warning message to highlight the employees contribution has increased by more than 5% since the last submission. If the contribution being submitted is correct no further action is required.</i>
<i>Import with Warning message: The difference between provided employer amount (8.00) and previously stored employer amount (80.0000) is bigger than the tolerance (5%).</i>	ER CONTS	Numeric, 0.00	<i>This is a warning message to highlight the employees contribution has increased by more than 5% since the last submission. If the contribution being submitted is correct no further action is required.</i>

<i>Import failure with Error message: The data could not be saved as the Opt-in date is not valid DD/MM/YYYY.</i>	<i>OPTIN</i>	<i>DD/MM/YYYY</i>	<i>This will appear when the date in the OPTIN field does not match the OPT IN DATE in the Generic Output File. Please ensure the date in the file matches the date in the Generic Output File as this is the date the employee opted in to the scheme.</i>
<i>Import failure with Error message: ERROR: OPTIN data in invalid format</i>	<i>OPTIN</i>	<i>DD/MM/YYYY</i>	<i>Please ensure the file contains the OPTIN date in the correct format</i>
<i>Import failure with Error message: The data could not be saved as the Opt-out date is not valid DD/MM/YYYY.</i>	<i>OPTOUT</i>	<i>DD/MM/YYYY</i>	<i>This will appear when the date in the OPTOUT field does not match the OPT OUT DATE in the Generic Output File. Please ensure the date in the file matches the date in the Generic Output File as this is the date the employee opted out of the scheme.</i>
<i>Import failure with Error message: ERROR: OPTOUT data in invalid format</i>	<i>OPTOUT</i>	<i>DD/MM/YYYY</i>	<i>Please ensure the file contains the OPTOUT date in the correct format</i>
<i>Import failure with Error message: ERROR: GROSSPAY is a mandatory field and must not be left empty.</i>	<i>GROSS PAY</i>	<i>Numeric, 0.00</i>	<i>Please check that the file contains the GROSS PAY.</i>
<i>Import failure with Error message: ERROR: EXIT DATE data in invalid format</i>	<i>EXIT DATE</i>	<i>DD/MM/YYYY</i>	<i>Please ensure the file contains the EXIT DATE in the correct format</i>
<i>Import failure with Error message: ERROR: Member is leaver status and should not be included in the file</i>	<i>EXIT DATE</i>	<i>DD/MM/YYYY</i>	<i>This message will be displayed if you are trying to upload a new employee with an EXIT DATE. There is no requirement to upload data for new employees who have already left active service, therefore this record has been rejected and no action is required by you.</i> <i>If you do need to upload the data for the employee, as contributions have been deducted, please remove the EXIT DATE from the file and re-upload the data. You will then need to include the employees EXIT DATE in a subsequent payroll file.</i>

<p><i>Import failure with Error message: ERROR: Date order is invalid. No exit date has been provided for the previous period of service, start date cannot be updated. Corrective action to current start date can be made within the member record directly in the portal. OR ERROR: No exit date has been provided for the previous period of service</i></p>	<p><i>EXIT DATE</i></p>	<p><i>DD/MM/YYYY</i></p>	<p><i>This error is displayed if the employees STARTDATE has changed (which would indicate a new period of Employment) but no EXIT DATE has been provided for the previous period of Employment.</i></p> <p><i>Please Include the exit date either in the file or directly into the member record on the site. If after investigation you still receive the error then please call client support for further guidance.</i></p> <p><i>If there is a corrective action to the STARTDATE needed then this should be actioned on the member record within the portal.</i></p>
<p><i>Import failure with Error message: ERROR: start date and/or exit date do not follow existing start date.</i></p>	<p><i>EXIT DATE + STARTDATE</i></p>	<p><i>DD/MM/YYYY</i></p>	<p><i>This error is displayed if a new STARTDATE is provided along with an EXIT DATE for the previous period of Employment but both of the dates are before the existing STARTDATE (for the 1st period of service) on the Employee record. Please amend the dates in the file to ensure the EXIT DATE and new STARTDATE are after the STARTDATE for the 1st period of service.</i></p>

Error message	Field	Expected value/ format	Action Required
<p><i>Import failure with Error message: Error converting data type nvarchar to float</i></p>	<p><i>EE CONT %</i></p>	<p><i>Numeric, 0.00</i></p>	<p><i>Please ensure the correct format is used in the file (i.e. no symbols)</i></p>
<p><i>Import failure with Error message: EE CONT %" – ERROR: Data in incorrect format for 'Percentage'</i></p>	<p><i>EE CONT %</i></p>	<p><i>Numeric, 0.00</i></p>	<p><i>Please ensure the correct format is used in the file (i.e. no symbols)</i></p>
<p><i>Import with Warning message: Provided employee rate (50) and saved employee rate (5) are different.</i></p>	<p><i>EE CONT %</i></p>	<p><i>Numeric, 0.00</i></p>	<p><i>This is only a warning to highlight that the employee % rate is greater than what is expected. If this correct then no action is required.</i></p>
<p><i>Import failure with Error message: Error converting data type nvarchar to float</i></p>	<p><i>ER CONT %</i></p>	<p><i>Numeric, 0.00</i></p>	<p><i>Please ensure the correct format is used in the file (i.e. no symbols)</i></p>

Import failure with Error message: ER CONT %” – ERROR: Data in incorrect format for ‘Percentage’	ER CONT %	Numeric, 0.00	Please ensure the correct format is used in the file (i.e. no symbols)
Import with Warning message: Provided employee rate (50) and saved employee rate (5) are different.	ER CONT %	Numeric, 0.00	This is only a warning to highlight that the employer % rate is greater than what is expected. If this correct then no action is required.
Import failure with Error message: ERROR: PAY CODE is mandatory, input the 4 character pay code you created.	PAY CODE	Alphanumeric	Please check that the PAY CODE is populated in the file and that it matches the PAY CODE set up in your payroll calendar for the payroll you are looking to upload a file for
Import failure with Error message: ERROR: ER CODE is mandatory, input your 4 character Employer Code.	ER CODE	Alphanumeric	Please check that the file contains your unique employer code. This code is the 4 digit code and can be found at the end of the link to your employer portal (e.g. https://ae.nowpensions.com/zxxx)
Import failure with Error message: ERROR: ER CODE invalid. ER Code does not exist	ER CODE	4 digit code	Please check that the file contains your unique employer code. This code is the 4 digit code and can be found at the end of the link to your employer portal (e.g. https://ae.nowpensions.com/zxxx)
Import failure with Error message: The value 'xxx' does not exist in the drop-down list for scheme category."	SCHEME CODE	Numeric (3): 101, 102, 103, 104, 105	Please check that the file only contains one of the acceptable codes listed
Import failure with Error message: ERROR: the combination of ER CODE, PAY CODE, PAY PERIOD, PAYFREQ AND PAYSTART does not match the payroll configuration	ER CODE PAY CODE PAY PERIOD PAYFREQ PAYSTART	Valid formats for respective fields	Please check that the data in the fields highlighted in the Error message matches the data in the Payroll Calendar of your portal for the Pay period, and payroll, that you are looking to upload a file for. If there is a mismatch on any of the data fields please amend the data in the file, or your portal, where applicable.

<p><i>Import failure with Error message: Error - Data includes date in the future. Unable to process future events. Please amend data and resubmit</i></p>	<p><i>START DATE ENROL DATE EXIT DATE OPTIN OPTOUT</i></p>	<p><i>DD/MM/YYYY</i></p>	<p><i>Please ensure that none of the dates for these fields are more than 30 days in the future from the current date.</i></p>
<p><i>Import failure with Error message: ERROR: Date order is invalid</i></p>	<p><i>STARTDATE ENROL DATE EXIT DATE OPTIN OPTOUT</i></p>	<p><i>DD/MM/YYYY</i></p>	<p><i>Please check the dates in the highlighted fields and amend where necessary. Conflicts in the date patterns are created based on the information provided in the data file, the dates already held in the system and the current status of that Employee. However as a general rule you will tend to see conflicts occurring between:</i></p> <ul style="list-style-type: none"> <i>• STARTDATE and EXIT DATE as these relate to periods of Employment</i> <i>• ENROL DATE, OPTIN and OPTOUT as these relate to active membership of the pension scheme</i> <p><i>If you are unable to resolve the error following your investigation please contact Client Support for further guidance.</i></p>
<p><i>Import Failure with Error message: Error importing - contact support to check the error log.</i></p>	<p><i>N/A</i></p>	<p><i>-</i></p>	<p><i>Please try and upload the records again that have rejected. If unsuccessful, please call client support for further guidance</i></p>
<p><i>Import Failure with Error message: You do not have rights to update this record</i></p>	<p><i>N/A</i></p>	<p><i>-</i></p>	<p><i>This error message is usually displayed when you are trying to upload data for an employee who we hold an EXIT DATE for. If you do not need to upload any further data for this member, as they have left, please remove the employee from the data file for all subsequent uploads.</i></p> <p><i>If you need to upload further data for the employee please call Client Support for further guidance</i></p>
<p><i>Import failure with Error message:</i></p>	<p><i>N/A</i></p>	<p><i>-</i></p>	<p><i>Please check the payroll details, within your employer portal, for this payroll code to establish whether you have more than one pay period with the same processed status.</i></p>

<p><i>ERROR: There is more than one period with same 'Pay Period' and same 'Processed' status, Pay Period: XX, Payroll Code: XXXX, Company Code: XXXX</i></p>			<p><i>For example you may have 2 pay periods 50 set up which are both unprocessed. The following action is required to resolve this issue:</i></p> <ol style="list-style-type: none"> <i>1. You can only have one unprocessed period with the same 'Pay Period' so if you have set up a future pay period that will not be processed until the next tax year please delete this entry until the current pay period has been processed</i> <i>2. If you have already uploaded data for a previous pay period and it is showing as unprocessed please contact client support for further guidance.</i>
<p><i>Import failure with Error message: Incorrect Payroll Details Configuration. Only one unprocessed pay period with given ID must exist.</i></p>	<p><i>N/A</i></p>	<p><i>-</i></p>	<p><i>Please check the payroll details, within your portal, to check the processed indicator for the relevant pay period:</i></p> <ol style="list-style-type: none"> <i>1. If the indicator is blank please open the relevant pay period and then save it again, this should then populate the field with No. Please now try and upload your file again</i> <i>2. If the indicator is set to Yes please contact client support for guidance.</i> <i>3. Please note the processed indicator should never be changed to Yes.</i>

Payroll Calendar validations

You can create Pay periods within the portal via a file import, or they can be created manually in the site, irrespective as to what method you use to create these pay periods you may encounter the following errors that will need to be resolved.

Error message	Field	Expected value/ format	Action Required
<i>Error message: ERROR: Pay period start date already exists for this Pay Code</i>	<i>Pay Period Start Date</i>	<i>DD/MM/YYYY</i>	<i>The Pay Period Start Date entered for each Pay Period should be unique (i.e. you cannot have 2 Pay Periods with the same Pay Period Start Date) please check the dates you have entered in the portal for each Pay Period and amend where necessary</i>
<i>Error message: Pay Period Start date is a mandatory field Or ERROR: Pay Period Start Date is a mandatory field and must not be left empty</i>	<i>Pay Period Start Date</i>	<i>DD/MM/YYYY</i>	<i>Please ensure that you enter a Pay Period Start Date when creating your Pay Periods</i>
<i>Error message: Pay period start date does not appear to be a valid date Or Pay Period Start Date" - ERROR: Data in incorrect format for 'Date'"</i>	<i>Pay Period Start Date</i>	<i>DD/MM/YYYY</i>	<i>Please ensure that the date format being used for the Pay Period Start Date is DD/MM/YYYY</i>
<i>Error message: ERROR: Payroll Code must consist of 4 chars and not start with a zero.</i>	<i>Payroll Code</i>	<i>Alphanumeric</i>	<i>If you are creating a new Payroll Code this should consist of a minimum of 4 characters and should not start with a zero. Please amend the Payroll Code that you are looking to set up to meet these requirements.</i>
<i>Error message: ERROR: No processing date has been provided. Please refer to the Common Errors and Warnings guide</i>	<i>Processing Date</i>	<i>DD/MM/YYYY</i>	<i>The processing date is a mandatory field and needs to be completed for all Pay Periods. The processing date is the last day you would expect to upload the file to NOW: Pensions for the Pay Period. If the file has been uploaded it is also the date the system will lock the Pay Period and process the data. No changes will be allowed to the data once the Pay Period has been locked.</i>

<i>Error message: Processing date does not appear to be a valid date</i>	<i>Processing Date</i>	<i>DD/MM/YYYY</i>	<i>Please ensure that the date format being used for Processing Date is DD/MM/YYYY</i>
<i>Error message: Pay Period is a mandatory field Or Key information is missing from the Pay Period</i>	<i>Pay Period</i>	<i>Numeric</i>	<i>The Pay Period is a mandatory field and should be completed, please enter the correct Pay Period number.</i>
<i>Error message: Pay Period – ERROR: Data in incorrect format for 'Number'</i>	<i>Pay Period</i>	<i>Numeric</i>	<i>Please ensure that you enter a numeric value for the Pay Period</i>