
Payroll General Troubleshooting



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Multiple Pay Rates

Scenarios for multiple pay rates:

- Two positions
- Acting pay
- Pay raise mid payroll















How to manage each scenario:

Two Positions

In Modify Existing Employees>Positions, click on the Add position departments icon and select the position:

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Close              

Caselle Connect® > Payroll > Employees > Modify Existing Employees






Caselle Connect® Modify Existing Employees

Employee:

Employee: 20 - Spencer, Annette Social Sec

Employee Positions Job Pay Codes Direct Deposit Contacts Attachments Notes

| Position | |
|---------------|----------------|
| Utility Clerk | Administration |

Position Wage Allocations Pay History Workers Compensation

General History

On the Positions>Position tab, select the Position type, and fill in the FTE percent.

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Caselle Connect® > Payroll > Employees > Modify Existing Employees

Caselle Connect® Modify Existing Employees

Employee:

Employee: 20 - Spencer, Annette

Employee Positions Job Pay Codes Direct Deposit Contacts Attachments

| Position | |
|---------------|----------------|
| Utility Clerk | Administration |
| Meter Reader | Water |

Position Wage Allocations Pay History Workers Compensation














General History

Position: Meter Reader
Department: Water
Position control number:
Manager:
Position type: Full time
Job share percentage: 0.00
FTE percent: 100.00
Start date:
End date:
☐ Primary position
☐ Represented


On the Positions>Wage tab, complete the Hourly rate field.

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Caselle Connect® > Payroll > Employees > Modify Existing Employees






Caselle Connect® Modify Existing Employees 

Employee:


Employee: 20 - Spencer, Annette


Employee **Positions** Job Pay Codes Direct Deposit Contacts Attach

| Position | |
|---------------|----------------|
| Utility Clerk | Administration |
| Meter Reader | Water |

Position **Wage** Allocations Pay History Workers Compensation

Pay period frequency: Biweekly 

Employee type: 941 

Estimated annual hours: 2,080.00














Hourly rate: 10.0000

Annual wage: 20,800.00


On the Positions>Allocations tab, click the Add a new allocation icon.

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Close             

Caselle Connect® > Payroll > Employees > Modify Existing Employees






Caselle Connect® Modify Existing Employees 

Employee:

Employee: 20 - Spencer, Annette

Employee **Positions** Job Pay Codes Direct Deposit Contacts Attachments M



| Position | |
|---------------|----------------|
| Utility Clerk | Administration |
| Meter Reader | Water |

Position Wage **Allocations** Pay History Workers Compensation

☐ Show manual allocations

| Percent | GL Account |
|---------|------------|
| 0.00 | |

Allocation Notes

Percent:

After you add the new allocation, complete the Percent and GL account fields. If you have codes setup for Workers compensation, select the Workers compensation code too.

Caselle Connect®
Modify Existing Employees ✕

Employee:

Employee: 20 - Spencer, Annette
Social Security number: 555-90-2348

Employee
Positions
Job
Pay Codes
Direct Deposit
Contacts
Attachments
Notes

| Position | Department |
|---------------|----------------|
| Utility Clerk | Administration |
| Meter Reader | Water |

Position
Wage
Allocations
Pay History
Workers Compensation

☐ Show manual allocations

| Percent | GL Account | Workers Compensation |
|---------|------------|------------------------------------|
| 100.00 | 51-80-000 | 7520-WATERWORKS OPER & DRIV - 7520 |

| |
|--------|
| 100.00 |
|--------|

Allocation
Notes

Percent:

GL account:

▼

Partial Account

















Workers compensation:

7520-WATERWORKS OPER & D ▼

When using Enter Payroll Checks, make sure you select the correct position when entering the employee's hours.

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File Edit Inquiry Maintenance Settings Other Zoom Help

Close                


Caselle Connect® > Payroll > Employees > Enter Payroll Checks

Caselle Connect® Enter Payroll Checks


Current period: 04/05/2023 - 04/18/2023

Check type: Payroll


Entry mode: Exceptions ☐ Estimate

Check issue date: 04/24/2023 

Employee: 20 ("Spencer, Annette")

Position: Utility Clerk (Administration) 

Description: Utility Clerk (Administration)
Meter Reader (Water)

Pay code:  ☐ Payout

Comment:














If you are using miTime, the employee needs to select the position when entering hours.

Acting Pay


In Modify Existing Employees>Pay Codes tab, select the Select pay codes icon and choose the pay code.

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File Edit Search Inquiry Filters Document Management Zo





Close             


Caselle Connect® > Payroll > Employees > Modify Existing Emp

Caselle Connect® Modify Existing Employees 

Employee:

Employee: 105 - Price, Gordon

| Employee | Positions | Job | Pay Codes | Direct Deposit |
|---|-----------|-----|--------------|----------------|
|     | | | | |
| Pay Code | | | Employee ARP | |
| 1-00 | Regular | GR | 100.0000 | %H |
| 2-00 | Overtime | GO | 150.0000 | %H |

After you have added the new pay code, click the  to open the pay code. The ARP type should be Rate per hour. Fill in the hourly rate in the Rate field. In the GL account field, enter the object code.

Caselle Connect®
Modify Existing Employees ✕

Employee:

Employee: 105 - Price, Gordon
Social Security number:

Employee | Positions | Job | **Pay Codes** | Direct Deposit | Contacts | Attachments | Notes

Pay Code

1-00 Regular
2-00 Overtime
3-00 Vacation
4-00 Sick Leave
7-00 Holiday
8-00 Misc Pay
9-00 Comp Time
12-00 Lt Pay
20-00 Misc Reimb
21-00 Trvl Reimb
74-00 Soc Sec
75-00 Medicare


Employee | Employee Limits | Employer | Employer Limits | Leave Rates | Ge











ARP type: Rate per hour
Rate: 15.0000
Extra amount: .00
GL account: FF-DD-110
Partial Account
GL activity: 0
Allocation method: Use employee allocations

Pay Raise Mid-Payroll

In Modify Existing Employees>Wage tab, update the Hourly rate or Annual wage field to the new rate and close. In Enter Payroll Checks, enter the hours at the new rate like normal (PC 1-00 and enter hours). For the hours at the old rate, enter PC 1-00 again, enter the hours, and then enter the old rate in the Rate field.

Caselle Connect® > Payroll > Employees > Enter Payroll Checks

Caselle Connect® Modify Existing Employees Enter Payroll Checks 

| | | | |
|-----------------------|--|---|---|
| Current period: | 04/05/2023 - 04/18/2023 | | |
| Check type: | Payroll  | | |
| Entry mode: | Exceptions  | <input type="checkbox"/> Estimate | |
| Check issue date: | 04/24/2023 |  | |
| Employee: | 5 ("Smith, Jacob S") | |  |
| Position: | City Manager (Administration) | |   |
| Description: | <input type="text"/> | | |
| Pay code: | 1-00 (Regular Pay) |  | <input type="checkbox"/> Payout |
| Comment: | <input type="text"/> | | |
| Job number: | <input type="text"/> | | |
| GL account: | <input type="text"/> | |  |
| GL activity: | 0 |  | |
| Workers compensation: |  | | |
| Hours: | 40.0000 | | |
| Units: | <input type="text"/> | | |
| Rate: | 38.0000 | | |
| Amount: | 1,520.00 | | |

Payroll Crossing Two Fiscal Years

Different ways to process payroll:

- Enter Payroll Checks
- miTime

Enter Payroll Checks

In Modify Existing Employees>Wage tab, update the Hourly rate or Annual wage field to the new rate and close. In Enter Payroll Checks, enter the hours at the new rate like normal (PC 1-00 and enter hours). For the hours at the old rate, enter PC 1-00 again, enter the hours, and then enter the old rate in the Rate field.


You can export the Table Lists – Current Pay Proof report to record the year-end split journal entry.

miTime





You have three different options.

1. You can do two different downloads and edit the rate in Enter Payroll Checks.
2. You can export one group of hours (hours at the old rate or hours at the new rate) to Excel, and then import into Connect using miExcel Payroll with the rate that corresponds to the hours.
3. You can set up a separate pay period and process two payrolls. When you set up the separate pay period, you can use the same check issue date, but you do have to process payroll twice. The Monthly period number for one of the payrolls should be set to 5 so insurances are not deducted twice. The pay period with the most hours should include the insurance deductions.

Leave Rates – Additional Years of Service

Sometimes an employee is hired with additional years of service. In Modify Existing Employees>Pay Codes tab, click on the  to open the leave pay code, click on the Leave Rates tab, and add the Leave rate. You will change the Leave level to the correct level based on the additional years of service. Then you need to verify when the employee will move to the next level that corresponds to the schedule. For example, an employee is hired with an additional five years of service. The leave schedule for new hires is 0-5 years, and then the next level is 6-10 years. Will the employee move to the 6-10 year level after one year of service, or will they have to wait until they actually have five years of service to move to the next level. Once you verify this, you will then edit the Next level date.

Employee Positions Job **Pay Codes** Direct Deposit Contacts Attachments Notes


| Pay Code | Leave Rate | Leave Level |
|-----------------|------------------------------|---------------------------------|
| 1-00 Regular | | |
| 3-00 Vacation | Vacation - Fixed Hours (301) | Vacation-Fixed Hrs - 0-1 yr (1) |
| 7-00 Holiday | | |
| 11-00 Prior Pay | | |
| 12-00 Lt Pay | | |
| 74-00 Soc Sec | | |
| 75-00 Medicare | | |
| 76-00 FWT | | |


Employee Employee Limits Employer Employer Limits **Leave Rates** General

Leave Rate

Leave rate: Vacation - Fixed Hours (301)

Leave level: Vacation-Fixed Hrs - 0-1 yr (1)

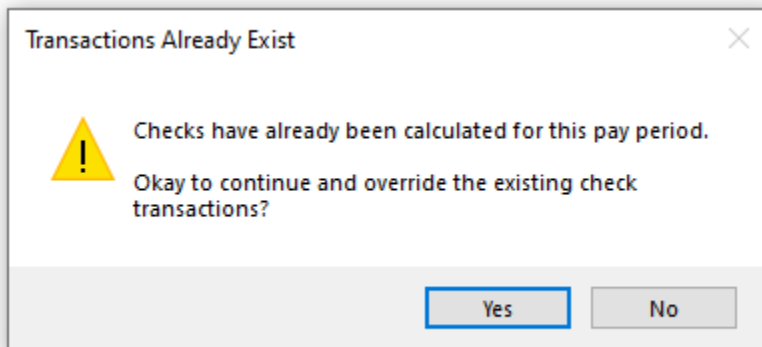
Next level date: 

Pay code leave: .00 

You should not change the Anniversary date on the Job tab since this will give incorrect dates for longevity calculations.

Calculated Checks More Than Once – Vouchers not Printed

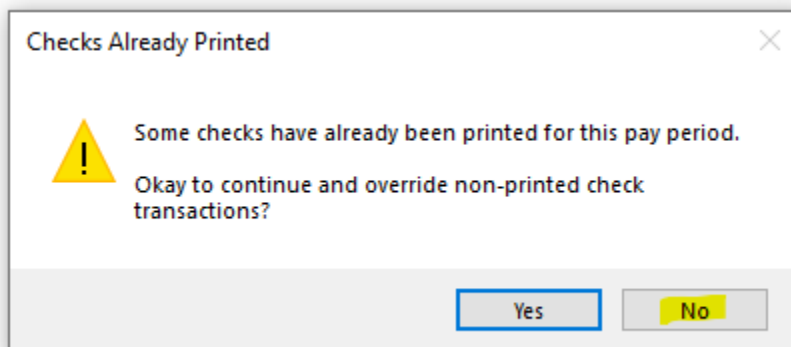
If you discover errors on employees, you need to make the corrections, and recalculate the payroll checks. If you have not printed the direct deposit vouchers or payroll checks and you recalculate payroll checks, you will receive this message:



You will click on Yes because you made corrections and want to override the existing check transactions.

Calculated Checks More than Once – Vouchers Printed

If you've already printed the direct deposit vouchers or payroll checks and you recalculate payroll checks, you will receive this message:



You will click on No. If you select Yes, this will calculate a second payroll check for the employee(s) you are recalculating.

Caselle Connect® > Payroll > Employees > Payroll Checks

Caselle Connect® Table Lists Payroll Register Calculate Payroll Checks Payroll Checks

Definition: Payroll Checks

Report Options Forms

| | |
|-------|--|
| Bank: | |
|-------|--|

☐ Include ACH vouchers beginning with voucher number:

☐ Include zero net amount checks

Checks:

| | Check Issue Date | Quantity |
|--|------------------|----------|
| | | |

Reprint

Check the box next to the Check Number of the employee you need to recalculate and select Reprint.

Reprint

| <input type="checkbox"/> | Check Number ^ | Check Date | Employee Number | Payee | Reference | Journal | Check Type | Amount |
|-------------------------------------|----------------|------------|-----------------|-----------------|-----------|---------|------------|--------|
| <input checked="" type="checkbox"/> | 13639 | 04/24/2023 | 40 | Roberts, Dale B | 1 | PC | Net | 133.91 |
| <input type="checkbox"/> | 13640 | 04/24/2023 | 45 | Hobson, Maurice | 2 | PC | Net | 205.44 |
| <input type="checkbox"/> | 13641 | 04/24/2023 | 90 | Black, Lane | 3 | PC | Net | 290.90 |

Help
 Renumber
 Reprint
 Void and Reprint
 Close

If you are recalculating a live payroll check, then you would select Void and Reprint. You can now recalculate payroll checks and override the existing check transactions. Remember to reprint reports and recalculate benefits. You should not run the leave steps again.

Forgot to Pay an Employee

If you finished processing your payroll and then discovered you missed paying an employee, here are the basic steps to follow to pay the employee:

1. Open Enter Payroll Checks
2. Enter the employee's hours
3. Click GO to calculate their payroll check
 - a. Enter the employee's number in the Selection criteria:

Caselle Connect® > Payroll > Employees > Calculate Payroll Checks

Caselle Connect® Table Lists Payroll Register Calculate Payroll Checks Enter Payroll Checks

Current pay period: 04/05/2023 - 04/18/2023
 Pay period number: 2
 Check issue date: 04/24/2023

Payroll

☒ Calculate payroll checks
☒ Calculate checks for payroll exception entries
☐ Calculate checks for supplemental exception entries
☐ Recalculate single check entries
☐ Display payroll detail grid

Selection criteria:

| Column | Value |
|--------------------------|-------|
| Employee.Employee number | All |
| Department.Department | All |

4. Open Calculate Benefit Amounts and enter the employee's number in the Selection criteria

Caselle Connect® > Payroll > Employees > Calculate Benefit Amounts

Caselle Connect® Table Lists Payroll Register Calculate Payroll Checks Enter Payroll Checks Calculate Benefit Amounts

Current pay period: 04/05/2023 - 04/18/2023
 Pay period number: 2
 Beginning pay period: 04/05/2023 - 04/18/2023
 Ending pay period: 04/05/2023 - 04/18/2023
 Journal: All

☐ Display benefit detail grid

Pay codes:

☒ Pay Code

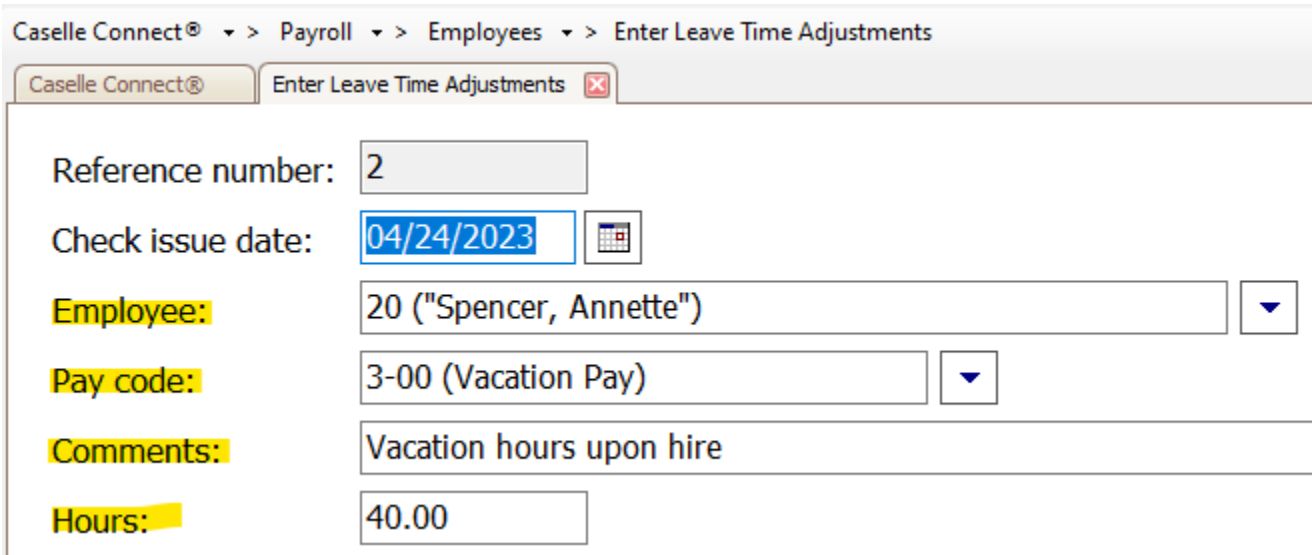
Selection criteria:

| Column | Value |
|--------------------------|-------|
| Employee.Employee number | All |
| Department.Department | All |

5. Run Checkout and enter the employee's number in the Selection criteria
6. Print the direct deposit voucher/payroll check
7. If the employee has direct deposit, open Create ACH File, verify the Deposit date and Transfer file name, and hit GO
8. If you use Transmittals, you will have additional steps to complete
9. Reprint reports (Payroll Register, Benefits Register, Check Register, Batch Reports, etc.)
10. Update General Ledger if you previously updated the General Ledger for the current payroll

Leave Balance is Wrong

The simplest way to correct a leave balance is to open Payroll>Employees>Enter Leave Time Adjustments. Enter the employee's name or number, enter the pay code, add a comment if needed, enter a positive amount if you want to increase the leave balance and enter a negative amount if you want to decrease the leave balance.



Caselle Connect® > Payroll > Employees > Enter Leave Time Adjustments

Caselle Connect® Enter Leave Time Adjustments

Reference number: 2

Check issue date: 04/24/2023

Employee: 20 ("Spencer, Annette")

Pay code: 3-00 (Vacation Pay)

Comments: Vacation hours upon hire

Hours: 40.00

Some common reasons the leave balance is wrong:

- Employee is at the wrong step
 - Update Leave Levels not run
- Employee did not receive annual allocation
 - Calculate Leave Time was not run
- Employee is not receiving the correct hours
 - Next level date was in the past

Closed Pay Period Twice

When you open Enter Payroll Checks and see the Current period dates and Check issue date are in the future, this means the pay period was closed twice. Follow these steps to open the correct pay period:

1. Close Enter Payroll Checks if you have this open
2. Open Payroll>Organization>Organization
3. Click the drop-down arrow in the Current pay period field and select the correct pay period

Caselle Connect® > Payroll > Organization > Organization

Caselle Connect® Organization

Organization Pay Period Dates Interfaces Direct Deposit Passwords Pay Code Calculation Order Tracking User-Defined Notes

| | |
|--|--|
| Primary name: Anycity Corporation | Keep 3 years of detail history |
| Secondary name: | Current payroll year: 2023 |
| Address line 1: 10 N Commerce Ave | Fiscal year ends in: June |
| Address line 2: PO Box 123 | Standard pay frequency: Biweekly |
| City: Anycity | Previous pay period: 03/22/2023 - 04/04/2023 |
| State/Province: WI | Current pay period: 04/05/2023 - 04/18/2023 |
| Zip/Postal code: 88888 Delivery point: | Current check issue date: 04/24/2023 |
| County/Region: | Current period number: 2 |
| Telephone 1: (385) 555-1122 | Next period number is based on: Check issue date |
| Telephone 2: (385) 555-1212 | Set check date 7 days after pay period ends |
| Fax: (385) 555-1222 | <input type="checkbox"/> Store four decimal places on leave transactions |
| Email: Anycity@ci.anycity.ut.us | |

4. Close Organization

Rejected Direct Deposit

If the bank rejects an employee's direct deposit, you have two options to reissue the pay to the employee. The first option is to reissue a live check to the employee. The second option is to reissue the direct deposit to the employee.

Reissue Live Check

This scenario assumes that the General Ledger has not been updated and the Pay Period has not been closed. Here are the steps to follow:

1. Open Payroll Register – Detail and run for the specific employee by entering the employee number in the Selection criteria
2. Open Payroll Checks

3. Click Reprint

Caselle Connect® > Payroll > Reports > Payroll Checks

Caselle Connect® Payroll Checks

Definition: Payroll Checks

Report Options Forms

Journal code:

Bank:

☒ Include regular checks beginning with check number:

☐ Include ACH vouchers beginning with voucher number:

☐ Include zero net amount checks

Checks:

| <input type="checkbox"/> | Check Issue Date | Quantity |
|--------------------------|------------------|----------|
| | | |

Reprint

4. Check the box next to the Check number for this employee

5. Click Void and Reprint

Reprint

| <input type="checkbox"/> | Check Number ^ | Check Date | Employee Number | Payee | Reference | Journal | Check Type | Amount |
|-------------------------------------|----------------|------------|-----------------|-----------------|-----------|---------|------------|--------|
| <input checked="" type="checkbox"/> | 13642 | 04/24/2023 | 40 | Roberts, Dale B | 1 | PC | Net | 133.91 |
| <input type="checkbox"/> | 13643 | 04/24/2023 | 45 | Hobson, Maurice | 2 | PC | Net | 205.44 |
| <input type="checkbox"/> | 13644 | 04/24/2023 | 90 | Black, Lane | 3 | PC | Net | 290.90 |

Help

Renumber

Reprint

Void and Reprint

Close

- Open Modify Existing Employees
- Click on Direct Deposit tab and change Status to Inactive
- Close Modify Existing Employees
- Open Calculate Payroll Checks
- Enter the employee number in the Selection criteria, check the box Display payroll detail grid, and hit GO

Caselle Connect® > Payroll > Employees > Calculate Payroll Checks

Caselle Connect® Calculate Payroll Checks

Current pay period: 04/05/2023 - 04/18/2023

Pay period number: 2

Check issue date: 04/24/2023

Payroll

- ☒ Calculate payroll checks
 - ☒ Calculate checks for payroll exception entries
 - ☐ Calculate checks for supplemental exception entries
 - ☐ Recalculate single check entries
 - ☒ Display payroll detail grid

Selection criteria:

| Column | Value |
|--------------------------|-------|
| Employee.Employee number | 40 |
| Department.Department | All |

- Open Payroll Checks
- Enter the correct beginning check number
- Enter the employee number in the Selection criteria and print
- Run Checkout
- Open Modify Existing Employees, click on the Direct Deposit tab, and change the Status back to Active

Reissue Direct Deposit

This scenario assumes that the General Ledger has not been updated and the Pay Period has not been closed. If you have updated bank account information for the employee, and the bank will accept another file, here are the steps to follow:

1. Open Modify Existing Employees and update the bank account information on the Direct Deposit tab
2. Close Modify Existing Employees
3. Open Payroll>Employees>Create ACH File
4. Verify the Deposit date and Transfer file name
5. Check the box Recreate transfer file for all employees
6. Enter the employee's number in the Selection criteria

Caselle Connect® > Payroll > Employees > Create ACH File

Caselle Connect® Create ACH File

ACH File Email Template

Pay period: 04/05/2023 - 04/18/2023

Checks:

| Check Issue Date | Quantity |
|------------------|----------|
| | |

Entry types:

| Entry Type |
|------------|
| |

Deposit date: 09/15/2023

☒ Recreate transfer file for all employees

☐ Include prenotifications only

☐ Include void checks

☐ Send email notifications

Print: Report

Report order: Employee number

Transfer file name: C:\Users\09-15-2023 - 2.ach Browse...

☐ Uppercase ACH file

☒ Include organization's offset record

☐ Include final line break

Selection criteria:

| Column | Value |
|-----------------------------------|-------|
| Employee.Employee number | 40 |
| Employee Transaction.Check number | All |

7. Hit GO

If the General Ledger has been updated and the Pay Period has been closed, here are the steps to follow:

1. Open Modify Existing Employees and update the bank account information on the Direct Deposit tab
2. Close Modify Existing Employees
3. Open Payroll>Employees>Create ACH File
4. Click the drop-down arrow in the Pay period field and select the pay period for when the direct deposit was rejected for this employee
5. Verify the Deposit date and Transfer file name
6. Check the box Recreate transfer file for all employees
7. Enter the employee's number in the Selection criteria
8. Hit GO

Close

Caselle Connect® > Payroll > Employees > Create ACH File

Caselle Connect® Create ACH File

ACH File Email Template

Pay period: 02/22/2023 - 03/07/2023

Checks:

| | Check Issue Date | Quantity |
|--------------------------|------------------|----------|
| <input type="checkbox"/> | | |

Entry types:

| | Entry Type |
|--------------------------|------------|
| <input type="checkbox"/> | |

Deposit date: 09/15/2023

☒ Recreate transfer file for all employees

☐ Include prenotifications only

☐ Include void checks

☐ Send email notifications

Print: Report

Report order: Employee number

Transfer file name: C:\Users\09-15-2023 - 2.ach Browse...

☐ Uppercase ACH file

☒ Include organization's offset record

☐ Include final line break

Selection criteria:

| Column | Value |
|-----------------------------------|-------|
| Employee.Employee number | 40 |
| Employee Transaction.Check number | All |

Checkout Errors

Common Checkout errors include Pay Period not updated to the General Ledger, Positive YTD balance in a deduction pay code, employee has multiple checks, and Social Security/Medicare errors.

Pay Period not updated to the General Ledger – this usually relates to transmittals not being updated because the transmittal check covered two pay periods and the client is on cash basis. You need to adjust the dates under Post transmittal checks (CDPT).

Caselle Connect® > Payroll > Organization > Update General Ledger

Caselle Connect® Update General Ledger Organization

Update pay periods:

3/22/2023 - 4/4/2023
 4/5/2023 - 4/18/2023
 4/19/2023 - 5/2/2023
 5/3/2023 - 5/16/2023
 5/1/2023 - 5/30/2023

☐ Omit employee names from GL entries

☐ Update transactions that have already been updated

☐ Post detail

☐ Include overheads

Journal code: OH Overhead - Payroll

Active overheads:

Project Equipment Overhead
 Project Labor Overhead

☒ Print GL update report

☒ Update Caselle General Ledger

☐ Create GL update export file

Posting journals

☐ All journals

☐ Selected journals

PC, PB, CDP, CDPT

☒ Post payroll distribution (PC)

☒ Post checks (CDP)

☒ Post benefits (PB)

☒ Post transmittal checks (CDPT)

Beginning check issue date: 04/01/2023

Ending check issue date: 04/30/2023

Employee errors:

5 Smith, Jacob S

74-00 YTD amounts different for Employee and Employer

75-00 YTD amounts different for Employee and Employer

Pay code errors:

No errors found.

Employer transaction errors:

No errors found.

Employee transaction errors:

Employee: 5

Deduction type pay code 50-00 has a positive year-to-date balance of 50.00.

Employee: 5 has multiple checks for period 4/18/2023. Reference: 4, Check number: 0, Entry type: Exception

Employee: 5 has multiple checks for period 4/18/2023. Reference: 5, Check number: 0, Entry type: Supplemental single

Transmittal transaction errors:

No errors found.

*** Errors found - check printout carefully ***

Positive YTD balance in deduction pay code – when you reimburse an employee for an incorrect deduction, you should use the deduction pay code for the reimbursement. A lot of times health insurance is deducted in December for January coverage; however, you later find out the employee dropped the insurance coverage as of 12/31/22. You reimburse this on a payroll check in January 2023. The deduction pay code now has a positive balance. You will see this error for all of 2023. The error will go away after you run the Close Year-end step.

Employee has multiple checks – when an employee has a regular, bi-weekly payroll check and a supplemental check (for example, comp time payout), you will see the “Employee has multiple checks for period 4/18/2023 error.” This error is okay if you know the employee should have two checks.

Social Security/Medicare errors – the most common reason this error appears is because Calculate Benefit Amounts was not run. If you recalculate an employee’s check and you forget to recalculate the employee’s benefits, you will see this error. Another reason the employee and employer SS/Med amounts are different, could mean a pay code is not setup properly. Begin and End dates on pay codes can sometimes cause this error. If you use End dates on pay codes, make sure the End date is one day after the check issue date for when the pay code was last used. If you use Begin dates on pay codes, make sure the Begin date is one day after the last check issue date.