

## How to Correct Common Errors Generated from ACA Payroll Hour Imports

Once ACA Payroll hours are loaded into PlanSource, a Ticket is generated. Any errors should be viewed and corrected to ensure all necessary payroll hours are loaded properly.

Below are the two most common errors and how to correct them.

Access the **Tickets** section and open the report.

Errors will show in red – use the examples below to correct.

### **Error - Read Only**

**Subscriber is not found for organization**

**Reason:** This can be due to the Social Security Number in PlanSource not matching what is on the ACA Payroll File

**Possible Response 1** - Confirm the validity of the Social Security Number (SSN). If there is a SSN mis-match, the SSN should be updated (either PlanSource or the file, depending on which one is incorrect). Any hours which produced an error for the employee need to be loaded.

*Note: Changing an employee's SSN in PlanSource will have an effect on other Benefit Administrative items. Be sure standards and best practices are followed when SSN changes are required. I.e. if you have an automated census file, work with your Administration Team to ensure the HRIS and PlanSource are updated at the appropriate time so that an additional employee profile is not generated.*

**Possible Response 2** - If the employee is not in PlanSource, confirm they should be, and be measured. If so, the employee's census information will need to be provided using normal process. Any hours that did not load due to this error will need to get loaded.

### **Error - Read Only**

**Payroll cannot be from the future**

**Reason** - Payroll hours will not load with future dates.

**Possible Response** - Confirm the payroll dates are valid or if due to a typo. If the payroll period is valid, the file cannot be loaded **until the payroll dates have passed.**

### **Action Reminder for ALL Errors:**

If you receive any errors then the hours did not load for that individual (or those individuals). Once the error(s) is corrected, you will need to re-load the payroll hours until successfully in PlanSource.