Import FAQ and Errors

Import · https://paiyroll.com/kb/import-faq/

How do I fix the Duplicate Email Error?

If you see the error:

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Duplicate emails: Smith, John and Hill, Jane are both using john.smith@yahoo.com. Hint: rerun with unique emails
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1. Edit the emails in your payroll software to use the correct (different) emails. If you do not have unique emails, you can create a fake email e.g. **john.smith1@yahoo.com**
2. Re-export worker details CSV or XLSX file
3. Repeat the import process
4. Once the import is complete, the unique emails will be used as both the **Username** and **Email** in paiyroll®. If you used a fake email, you will need to keep the fake Username, but you can change the Email address back to the original to allow the employee to access the system.

Note: If your import process uses an Excel XLSX format file it is possible to edit the file without needing to edit emails in your payroll software and re-export. If you are using an import process that uses the CSV file format, then you should **not** use Excel to edit the file as it will corrupt all dates and bank details. In this case, you must use a simple text editor (Wordpad, TextEdit) or LibreOffice which can safely edit CSV files without corruption.

Help, the Payslips do not match!

A good way to check whether an import has worked is to compare the payslip for a worker from the old system against a "live" payslip in paiyroll®.

Hint: to see the "live" payslip, go to "Pay Item Editor" on the left hand menu, find the worker in the selection box (or use the Search field), and click on the "Update" button.

What if the payslips don't match? Check the figures like this:

1. Start with the Gross Pay for the period. If that does not match:
    - Check the files you imported. Perhaps you loaded file from the wrong period compared to the Payslip?
    - Check all the payments and deductions match (Shifts, Salary, Bonus, etc.)

2. Next check the Net Pay for the period. If that does not match:
    - Check the tax codes match.
    - If this is not the start of the tax year, check the previous pay and tax. Have they been imported correctly?
        - Not all imports provide this information, in which case they will have to be entered manually (or using an upload).
    - Check any Student Loans, Debt orders and so on match.
    - Check the tax and NI paid. If these don't match, follow the steps on checking PAYE and NIC differences but using "Employees -> Update" and then the "Analyse" tab for the worker.
        - *Hint: Pick the "Gross earnings for PAYE" or "Gross pay for NIC" buss to see which pay items contribute to each respectively.*

3. Check the pension, see below.

Checking pensions

Pensions can be quite difficult to check because not all the information is on one place. The following steps provide general guidance:

- First, gather the pension scheme details from the old system. You will need to know:
    - The type of scheme Net Pay Arrangement (NPA), Salary Sacrifice, Relief at Source (RAS) etc..
    - The percentages of Company and Worker contributions.
    - For Auto Enrolment (AE) you will also need to know the scheme start date, and each worker's enrolment status.
        - Many imports do not provide these values, in which which case they will have to be entered manually (or using an upload).

- Now ensure the pension scheme in paiyroll® has been set up correctly.

    - You may wish to review how to Set up a pension scheme.
    - Ensure the scheme start date has been set, and the postponement settings are correct.
    - Check the percentages of Company and Worker contributions match.

- Check if the Company and Employee contributions match. If not, use the "Analyse" tab as above to see what is feeding the Pension/AE pay item.
    - *Hint: Pick the "Pensionable Earnings" or "Qualifying earnings" buss to see which pay items contribute to each respectively.*
    - Check to see if all the pay items which should drive the calculation do in fact drive it.
    - Check that no pay items which should not drive the calculation appear to drive it.
    - If either is wrong, review the Outputs of the Pay Definition corresponding to the Pay Item in error, and adjust the Busses they drives.

- If these don't match, follow the steps on checking deduction differences but using "Employees -> Update" and then the "Analyse" tab for the worker. See the notes on banding if your scheme is banded.