**Frequently asked question**

1. How to set up Payroll number sequence?

**Solution: -** Navigate to the following path: Payroll 🡪 Setup 🡪 Parameters 🡪 Payroll parameters 🡪 Number sequence

Select the number sequence code for the corresponding reference.

1. How to configure Payroll loan workflow?

**Solution: -** Navigate to the following path: Payroll 🡪 Setup 🡪 Payroll workflows

Click **New** and Select the type of workflow to create and click **create workflow** and then configure it and select save and close.

1. Why leave encashment components are not listed in general journal lines after posting payroll?

**Solution: -** Navigate to the following path: Payroll 🡪 Setup 🡪 Employee 🡪 Payroll posting profiles

Add the leave encashment component against the salary process ID and select the main account and offset account for the leave encashment.

1. Why loan amount is not deducted in the salary process?

**Solution: -** Navigate to the following path: Payroll 🡪 Setup 🡪 Component 🡪 Component master

Check whether the process eligibility for loan deduction component is mapped to the salary process.

(Or)

Navigate to the following path: Payroll 🡪 Setup 🡪 Employee 🡪 Employee group

Check the minimum salary to be paid for the employee’s employee group. If the net salary is less than minimum salary to be paid, then the loan amount will not be deducted during the payroll process and the deduction amount will be updated as other deduction for the next month. This can be viewed in **other earning and deduction** window.

1. While applying for a leave system shows an error message “Employee is not mapped for this calendar”?

**Solution:** Navigate to the following path: Payroll 🡪 Common 🡪 Employee calendar mapping

Check the employee is added for that period in calendar.

1. Why the leave ID look up is empty while applying leave request for the employee?

**Solution:** Navigate to the following path: Payroll 🡪 Common 🡪 Employees 🡪 Employees 🡪 On the Action pane Click Leave tab 🡪 Entitlement.

Add all the leave types which are eligible for the employee. Now the lookup shows the leave ID.

1. Is it possible to disable some claim types?

**Solution:** Navigate to the following path: Payroll 🡪 Setup 🡪 Claims 🡪 Claim type.

Select the inactive checkbox against the claim type which you want to disable.

1. Why system shows an error message” Error: while setting server report parameters.” while opening a report?

**Solution:** Navigate to the following path: System administration 🡪 Setup 🡪 Business intelligence 🡪 Reporting Services 🡪 Report servers.

Check whether the **Report Manager URL** is given correctly.

1. Where the payroll components are mapped for the employee?

**Solution:** Navigate to the following path: Payroll 🡪 Common 🡪 Employees 🡪 Employees 🡪 On the Action pane Click Edit 🡪 Select Components fast tab.

In this window, you can see all the mapped payroll components for the employee.

1. Why Social Security fund processing is not done for all the employees?

**Solution:** Social security fund will be processed only to the resident employees.

1. Why system shows an error message “Please map components for this position” while opening the components fast tab in employee form?

**Solution:** Navigate to the following path: Payroll 🡪 Common 🡪 Employees 🡪 Employees 🡪 On the Action pane Click Edit 🡪 On the Action pane Click Add assignment.

Add position to the employee and then open the components fast tab.