Payroll Errors and Warnings in EPM Connect

EPM Connect Guide

Document Control

Document Overview: This document provides an overview of key payroll errors and warnings and how to manage them in EPM Connect.

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Document Approval
The Director of Operational Excellence shall review this guide annually and shall determine whether any further changes need to be made prior to approval.

This document was approved by Keren Prior, Director of Operational Excellence on 23rd October 2025 and is issued on a version-controlled basis under her signature.

Document History

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Payroll Errors

Once you have entered all instructions for the month, you need to check for **Errors**. **Errors** will not prevent the related employees from being processed but it is important to check them as they may create issues.

The **Errors** page within the **Integration Hub** displays all errors within the system that may affect payroll. View the **Errors** tab for details regarding each error type and follow the **Payroll Module Guide** to manage the errors.

Error within EPM Connect	Is an action required?	What to do next	What will happen if this remains unchanged?
Not Found Status: 404 Response: {"statusCode":404,"status":"NotFound","error": "EmployeeRoleWorkingPattern not found"}	Yes	Check the **Employee Record** and ensure the **Working Pattern** within **Salary Information** is completed. If complete, return to the **Check Errors** page within the Payroll module, tick the box on the right hand column of this error, click the Select action drop-down and select **Resubmit all selected**.	The employee will not get paid.
National Insurance Number is a required field	Yes	Go to the relevant **Employee Record** and enter the **NI number** within the **Personal information** tab.	The employee will not get paid
Payment with identifier bd10bcc2-fd44-4b18-8890-6fd537783042 does not exist.	Yes	Please notify your payroll team who will action this.	The employee will not get paid
The HTTP status code of the response was not expected (404). Status: 404 Response: {"statusCode":404,"status":"NotFound","error":"Leave not found"}	Yes	Please notify your payroll team who will action this.	The employee will not get paid

Bad Request Status: 400 Response: {"statusCode":400,"status":"BadRequest","error":"This employee has one or more pensions due to start after the leave date. Please remove these before making them a leaver."}	Yes	Please notify your payroll team who will action this.	The employee will not get paid
Maternity Leave doesn't have any applicable pay policies.	Yes	Go to the absence and select the relevant **Applicable Pay Policy** from drop-down menu.	The maternity leave will not be pulled through to payroll. The employee will continue to be paid in full.
Bad Request Status: 400 Response: {"statusCode":400,"status":"BadRequest","error":"Paternity Leave with Statutory Pay requires you to provide the Baby Date"}	Yes	Go to the absence and add the Baby Date (**Date of Birth of baby**)	The maternity leave will not be pulled through to payroll. The employee will continue to be paid in full.
Tracked salary with Effective Date - 01/09/2017 00:00:00 doesn't have Working Pattern Prorata Rule.	Yes	Select relevant **Working Pattern Prorata rule** within **Salary Information** of the relevant **Employee Record**.	The salary will not be pulled through to payroll and the employee won't get paid.
Employee record with key 3915 does not have a primary job.	Yes	Go to relevant **Employee Record** and click **Edit Details**. Select a role from **Primary Job Role**.	This may affect the employee's pay.
Unable to find payrun entry for employee 0e340a73-8da8-4afd-9575-591edf3bf41e.	Yes	Please notify your payroll team who will action this.	The employee will not get paid
Bad Request Status: 400 Response: {"statusCode":400,"status":"BadRequest","error":"An item with the same key has already been added. Key: 76292"}	Yes	Please notify your payroll team who will action this.	The employee will not get paid
A pay code is required for pay Addition 'Honorarium' [1826].	Yes	Please notify your payroll team who will action this.	The addition will not get paid.

Employment Type is a required field.	Yes	Please notify your payroll team who will action this.	The employee will not get paid

Payroll Warnings

Once all **Errors** within the **Integration Hub** have been resolved, go to **Pay Run** to check for **Warnings**.

Unlike **Errors**, not all **Warnings** need to be corrected. Some may simply be displayed to notify you of changes which will affect the pay roll, such as tax code changes, but do not need to be corrected. Others refer to potential issues, such as missing bank details, which should be resolved.

Warnings will not prevent the related employees from being processed but it is important to check each warning as they may have an effect on the month's payroll.

View the **Warnings** tab for more details regarding each warning type and follow the **Payroll Module Guide** to manage the **Warnings**.

Warning within EPM Connect	Is an action required?	What to do next	What will happen if this remains unchanged?
The employee is set to be paid by 'Credit' but no bank account details have been provided.	Yes	Go to relevant **Employee Record** > **Personal Information** > **Bank Details** to update.	The employee will not be paid.
The employee requires at least two address lines for the FPS submission to HMRC	Yes	Go to relevant **Employee Record** > **Personal Information** > **Contact Details** to update.	The employee will not be paid.
An address line contains invalid characters. Allowable characters are any of A-Z, a-z, 0-9, space or ,-()/=!"%&*;<>'+:?.	Yes	Go to relevant **Employee Record** > **Personal Information** > **Contact Details** to update.	The employee will not be paid.
The employee is on an invalid NI table letter.	Yes	Go to relevant **Employee Record** > **Personal Information** > **NI Number** to update.	The employee will not be paid.

The employee is earning below the National Minimum Wage.	Check required – notification only	Go to relevant **Employee Record** > **Salary Information** > **Basic Pay** to update.	This will not prevent the employee from being paid.
The employee's gross pay is above the threshold set for this pay schedule.	Check required – notification only	Go to relevant **Employee Record** > **Salary Information** > **Basic Pay** to update.	This will not prevent the employee from being paid.
The employee's net pay is above the threshold set for this pay schedule.	Check required – notification only	Go to relevant **Employee Record** > **Salary Information** > **Basic Pay** to update.	This will not prevent the employee from being paid.
The employee is in receipt of a tax refund.	No – notification only	This is a notification only and will not prevent the employee from being paid.	This is a notification only and will not prevent the employee from being paid.
The target net amount could not be reached. The closest available value has been used.	No – notification only	Go to relevant **Employee Record** > **Salary Information** > **Basic Pay** to update.	This will affect the amount the employee is paid.
This employee has reached her full 39 weeks within this pay period.	No – notification only	This is a notification only and will not prevent the employee from being paid.	This is a notification only and will not prevent the employee from being paid.
The employee has a pension membership(s) that is not auto-calculated. This could result in an incorrect tier calculation.	No – notification for EPM only	Notification for EPM only	Notification for EPM only
The employee has some pension memberships being jointly assessed for tier calculation where one or more membership is not set to Auto. This will cause an incorrect assessment.	No – notification for EPM only	Notification for EPM only	Notification for EPM only

This employee is not eligible to claim tax relief on their pension contributions.	No – notification only	This is a notification only and will not prevent the employee from being paid.	This is a notification only and will not prevent the employee from being paid.
This employee has an open ended absence. Please double check that the employee has not returned to work.	Yes	Go to relevant **Absence Record** and update the **End date** if the employee has now returned to work.	This may affect the employee's pay.