



## Chapter 7

# Known Issues and Limitations

from Payroll Data Input API Guide for RUN Powered by ADP Guide

Published on  
Mar 03, 2020 12:35PM

Last modified  
Aug 25, 2022 5:51AM



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# Known Issues and Limitations

## Issue 1: Exception not handled correctly

### Description

The Payroll Data Input API currently does not validate data the same way as people using file import.

When invalid pay period start date and end dates are passed in the API request payload, the API responds with 200 OK instead of a 400 Bad Request.

### Impacted APIs

Method	URI	roleCode
POST	<a href="/events/payroll/v1/pay-data-input.add">/events/payroll/v1/pay-data-input.add</a>	Practitioner
GET	<a href="/events/payroll/v1/pay-data-input.add/meta">/events/payroll/v1/pay-data-input.add/meta</a>	Practitioner
POST	<a href="/events/payroll/v1/pay-data-input.replace">/events/payroll/v1/pay-data-input.replace</a>	Practitioner
GET	<a href="/events/payroll/v1/pay-data-input.replace/meta">/events/payroll/v1/pay-data-input.replace/meta</a>	Practitioner

### Suggested Work Around

Build validation logic during the data collection process in your application prior to sending over to ADP for the following conditions.

Code	Message client would see when data is not validated by your application	Data validate
34611	It looks like the pay frequency (%%1) in your pay data import file doesn't match the pay frequency of this payroll. Make sure you selected the correct time sheet file for this pay frequency.	Pay Frequency matches value in RUN Powered by ADP.
34612	The pay period start and end dates (%%1 - %%2) in payroll don't match the pay period start and end dates (%%3 - %%4) in your time and attendance system for this payroll.	Pay periods dates matches value in RUN Powered by ADP.
34613	It looks like your pay data import file contains an employee (%%1) that does not exist in your payroll. Pay data was not imported for this employee.	Employee number matches value in RUN Powered by ADP.
34614	We noticed that the employee's hire date (%%1) is after the period end date (%%2) for the current payroll. Pay data was not imported	Employee's hire date prior to payroll period end date.

	for this employee. To include this employee's pay data, change the hire date in payroll and reimport the pay data.	
34616	There aren't any employees that match the pay frequency (%1) in this pay data file.	Pay Frequency matches value in RUN Powered by ADP.
34617	There aren't any employees that match the pay frequency (%1) in this pay data file.	Pay Frequency matches value in RUN Powered by ADP.
35102	We couldn't import this employee's time because the employee's status is <b>Leave of Absence</b> in payroll.	Employee must be <b>Active</b> in RUN Powered by ADP.
35105	It looks like this employee has time included in the pay data file but has a <b>Terminated</b> status in payroll. If the employee's termination date is after the start date of the next payroll, then time will be imported for this employee.	Termination date on the <b>Employment Info</b> page must be earlier than pay period end date.
34622	It looks like the earnings code %1 isn't correct and we couldn't import pay data for this earning.	Earning code matches value in RUN Powered by ADP.
34623	It looks like the earnings code %1 isn't active in the payroll application, and the pay data can't be imported. Can you change %1 to an active earning code?	Earning code must be active for the company on the <b>Company Earnings and Deductions</b> page.
34624	We couldn't import hours for this earning. It looks like the %1 earning isn't valid for this employee, because the payroll application supports an amount, not hours, for this earning.	Earning code matches value in RUN Powered by ADP.
34626	It looks like department %1 isn't valid and we couldn't import pay data for this department.	Department value matches value in RUN Powered by ADP.
34736	We couldn't import pay data for this earning because the %1 earning is used for employees and not for contractors.	Employees using earning code defined for Employees in RUN Powered by ADP.
34637	We couldn't import pay data for this earning because the %1 earning is used for contractors and not for employees.	Contractors using earning code defined for Contractors in RUN Powered by ADP.
34638	It looks like you don't have the correct number of hours for this earning and the hours weren't imported. The %1 hour earning must be from %2 to %3.	Valid number of hours according to range defined in RUN Powered by ADP.
34639	It looks like the %1 earnings amount isn't correct and it wasn't imported. The %1 earnings amount must be from %2 to %3.	Valid amount for the earning according to range defined in RUN Powered by ADP.
34640	We couldn't import pay data for the separate check %1.	Use additional checks instead. <b>Note:</b> Up to nine additional checks for an employee in the payroll application are supported.
34656	We couldn't import pay data for the rate code %1.	Rate code value matches value in RUN Powered by ADP.
34680	We couldn't import pay data for the %1 rate %2. To pay the employee, enter the correct rate in the <b>Payroll Worksheet</b> .	Valid rate value according to range defined in RUN Powered by ADP.

## Issue 2: Wrong error text

# Description

Wrong response error text is returned for certain exception conditions.

	Condition	Expected error message	Actual error message
1	Invalid number of hours.	It looks like you don't have the correct number of hours for this earning and the hours weren't imported. The %%1 hour earning must be from %%2 to %%3.	numberOfHours:The field numberOfHours must be between 0 and 9999.99
2	Invalid earning amount.	It looks like the %%1 earnings amount isn't correct and it wasn't imported. The %%1 earnings amount must be from %%2 to %%3.	RateValue:The field RateValue must be between 0 and 9999999.99
3	Invalid Pay Number.	Pay data could not be synched for a separate check.	PayNumber:The field PayNumber must match the regular expression '^[0-9]\$\

## Impacted APIs

Method	URI	roleCode Value
POST	<a href="#">/events/payroll/v1/pay-data-input.add</a>	Practitioner
GET	<a href="#">/events/payroll/v1/pay-data-input.add/meta</a>	Practitioner
POST	<a href="#">/events/payroll/v1/pay-data-input.replace</a>	Practitioner
GET	<a href="#">/events/payroll/v1/pay-data-input.replace/meta</a>	Practitioner

## Suggested Work Around

To avoid this exception, build validation logic during the data collection process in your application prior to sending over to ADP.

### Issue 3: 504(Gateway timeout) issue

504 as the API is taking more time to process during the large client base.

Method	URI	roleCode Value
POST	<a href="#">/events/payroll/v1/pay-data-input.add</a>	Practitioner

POST	/events/payroll/v1/pay-data-input.replace	Practitioner
GET	/payroll/v1/pay-data-input	Practitioner

## Suggested Work Around

You get a 504 as the API is taking more time to process during the large client base. Though you get a 504 error the data will be reflected in the RUN UI. You can verify whether the data is added or replaced by making the above get call.

There is nothing in implementation on this issue as of now. There are very unique cases where there are more than 100 employees for the clients present under RUN. As of now you implementing the GET Call would be the fastest and best resolution when you get a 504 error for this API. All the Pay data input requests to RUN are successful for the client. The API has a time limit SLA limit of 12 seconds, but the client is receiving time out response as its exceeding the maximum time limit set (12 seconds) where as the request is still in process at RUN and gets successful. Due to the no of line items to process it was taking more than 12 seconds and is timing out which in turn is causing the 504 error.

The suggestion here is to make a call after 1min to get the successful response for the get call.

Note: There's an existing defect (SBSRUNCORE-28047), that's being created to handle this issue.