



Chapter 4

Frequently Asked Questions (FAQs)

from Payroll Output API Guide (Turbo API) for
Mid-sized to Enterprise Businesses

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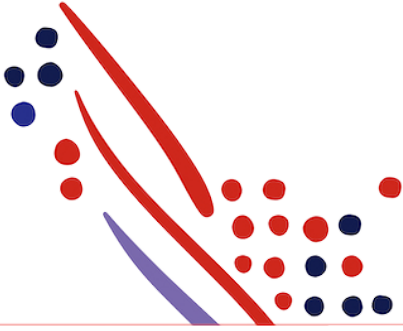
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Chapter Contents

Chapter 4

Payroll Output API Guide (Turbo API) for Midsized to Enterprise Businesses

Question 1: How are zero amount values represented in the response payload?

Question 2: What is Adjustment processing?

Question 3: What is the difference between nonStatutoryDeductionsSections payrollAccumulations and nonStatutoryDeductionSection nonStatutoryDeductionItems payrollAccumulations?

Question 4: Why does two consecutive PVC notifications sent without an accept/reject?

Question 5: Why is SDI tax amounts sent as WCA is few cases?

Question 6: What is the associateOID sent for missing AOIDs in Autopay?

Question 7: What are the differences between RTP Company totals and Payroll Output v2?

Question 8: Why are there 2 different File Numbers listed under 1 AOID on Pay or PayDetails level?

Question 9: What are payrollAccumulations?

Question 10: Why is the total hours quantity ZERO in YTD Gross accumulation (at pay level)?

Question 11: What is the payroll date of the payroll in Turbo?

Frequently Asked Questions (FAQs)

Question 1: How are zero amount values represented in the response payload?

Answer: In order to reduce the response payload size, the response payload does not include any amounts that are zero. This is applicable to all amounts (taxes, deductions, memos and accumulations as well).

Question 2: What is Adjustment processing?

Answer: With Adjustment payrolls, adjustments are run for a quarter number and not a previous payroll run with (PID). With adjustment processing the payroll data for a previous run is not updated. Only the EMP accumulations data is updated in Autopay that are the Quarter-to-Dates (QTDs) and Year-to-Dates (YTDs). Any adjustments made to employees will be available in the Turbo response for the adjustment runs. For example, consider an employee has a payroll run in week 10 (in quarter 1) of 2020, and an adjustment was made to Q1 in week 21 of 2020. The employee's payroll data for week 10 doesn't change after the adjustment is run. You would need to read the Turbo response for week 21 where adjustment was run for the updated values. Turbo will provide the updated amounts and accumulations for the employee.

Question 3: What is the difference between nonStatutoryDeductionsSections 7 payrollAccumulations and nonStatutoryDeductionSection 7 nonStatutoryDeductionItems 7 payrollAccumulations?

Answer: The section level accumulators are generally S1 and S2 accumulators setup in AutoPay. These are multi-deduction accumulators, so are returned in section level. Item level deductions are accumulations amounts for each of the deduction code.

Question 4: Why does two consecutive PVC notifications sent without an accept/reject?

Answer: When a payroll is run and preview is completed a PVC notification is sent. After the PVC, the client can call in and a Client Service Representative (CSR) can make changes, add or delete employees, and reprocess the payroll from AutoPay Mainframe screens, and the payroll goes to preview complete. This would initiate a PVC notification again. Therefore, two PVCs can be sent through Turbo without an accept/reject in-between.

Question 5: Why is SDI tax amounts sent as WCA in few cases?

Answer: For New Mexico state (NM), the WCA (Workers Compensation) tax is calculated as SDI tax. Turbo sends the WCA as required. WCA tax for OR (Oregon) and OH (Ohio) are calculated as generic taxes and is not the same as NM.

Question 6: What is the associateOID sent for missing AOIDs in Autopay?

Answer: For any file numbers with missing AOID in Autopay system, Payroll Output v2 API provides the AOID in the format "EMPFILExxxxxxxx" (where xxxxxxxx is the file number with leading zeros). For Deleted AOIDs, the format will be "DELETEDxxxxxxx" (where xxxxxxxx is the file number with leading zeros).

Question 7: What are the differences between RTP Company totals and Payroll Output v2?

Answer: The differences are listed here: [RTP SOAP Totals v. Payroll Output v2 Totals](#).

Question 8: Why are there 2 different File Numbers listed under 1 AOID on Pay or PayDetails level?

Answer: This is a completely legitimate scenario as an employee under 1 AOID received output listed under multiple File Numbers. Examples of this type of scenario can be, but not limited to..

- An employee can be a part of two different company codes, with two different file numbers under the same OOID and same AOID.
- An employee has 2 jobs in the same company.
- The employee can be coded with different file numbers for different departments
- A teacher (salaried employee) could also be a coach, or could do maintenance on the weekends.
- Could be 2 different salaries, both automatic pay; could be one salaried, one hourly.

Question 9: What are payrollAccumulations?

Answer: The payrollAccumulations section contains the Year to Date and Quarter to Date accumulated amounts for each section at pay level. These amounts if available are included for each earnings, memo, deduction or tax type in the paymentSummary. These are available with pay, payDetails, acc and acc-all. Each payroll accumulation contains an accumulator code and accumulated amount. If there are multiple payments for an associate, only the highest pay number will contain the accumulated amounts (Pay Number can be found in the payments configurationTags section).

Question 10: Why is the total hours quantity ZERO in YTD Gross accumulation (at pay level)?

Answer: The payrollAccumulations section at pay level (paymentSummary earnings) contains accumulated amounts of Gross (This Payroll, QTD and YTD). The amounts in total YTD Gross is the total of all earnings and hours amounts for the employee within the year. Hence total hours for the YTD Gross cannot be included in the accumulatedTimeWorkedQuantity quantityValue. However, all YTD HOURS will be sent as an accumulator code setup by client at the company level with accumulator code description as FLDSYM:Hnnnn (where 'n' is 1,2,3,4) in the same section.

Question 11: What is the payroll date of the payroll in Turbo?

Answer: The payroll date can be found in the scheduleEntry field (first 14 bytes):
Format: scheduleEntryID": "20210823123251-w9E+vLXylCC6NeldgvcNlnPpf-96EnmIRkoWS3dKEE="

2021=year, 0823=mmdd, 123251=hhmmss