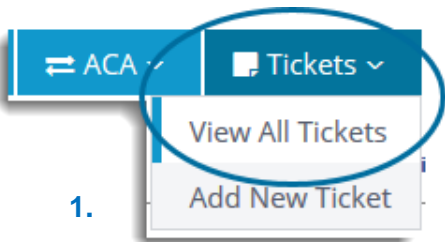


How to Correct Common Errors Generated from ACA Payroll Hour Imports

Once ACA Payroll Hours are loaded into MarketLink, a **Ticket** is generated. Any errors should be reviewed and worked to ensure all necessary payroll hours are entered into MarketLink. Below are the common errors and ways to correct them:



1.

0 of 1 records imported: 1 errors, 0 warnings ... click for more	Org Standard Import Results	May 18 2018 * 12:23 PM	MarketLink	edit details close
---	-----------------------------	------------------------	------------	--

2.

Attached Files	
_training_partner_demo_client-22-18180.xls	ACA Payroll Import import worksheet (_training_partner_demo_clie

3.

Error:

Error - Read Only

Subscriber is not found for organization

Reason: This can be due to the Social Security Number not matching between what is in MarketLink vs. on the ACA Payroll File Import. Or, the employee may not be in MarketLink.

Trouble Shooting: 1) Confirm the validity of the Social Security Number (SSN). If it's just an SSN mis-match, the SSN should be updated (either MarketLink or the file, depending on which one is incorrect). Any hours which produced an error for the employee need to be loaded.

Note: Changing an employee's SSN in MarketLink will have an effect on other Benefit Administrative items. Be sure standards and best practices are followed when SSN changes are required. I.e. if you have an automated census file, work with your MarketLink Team to ensure the HRIS and MarketLink are updated at the appropriate time so that an additional employee profile is not generated.

2) If the employee is truly not in MarketLink, confirm with the client if the employee should be in MarketLink and be measured. If so, the client will need to provide the census information using their normal process. **Any hours that did not load due to this error will need to get loaded.**

Error:

Error - Read Only

Payroll cannot be from the future

Reason: Payroll hours will not load with future dates.

Trouble Shooting: The Client will need to confirm if the payroll dates are valid or a typo. If the hours are valid, they cannot be loaded **until the payroll dates have passed.**

Action Reminder for ALL Errors: If you receive any Error then the hours did not load for that individual (or those individuals). Once the error(s) is corrected, you will need to re-load the payroll hours until successfully in MarketLink.