

## GUIDE TO PAY CLAIM ERRORS

This document offers a guide to avoiding and resolving pay claims errors. The first section includes some useful tips aimed at reducing the number of errors you encounter and the second section is a list of errors and solutions. If, after reading the below guide, you are still unable to resolve the pay claim error please contact People and Culture [hr@scu.edu.au](mailto:hr@scu.edu.au) or call (02) 6620 3667.

**Click DONE and SAVE after entering each line of your pay claim to check for errors before moving to the next line** – this is the most important tip and will save a lot of time trying to determine which line is in error if one occurs.

The contract reference, student cohort, unit code, rate and details in the pay claim must exactly match the Contract Details shown in MyHR

If you raise a pay claim before [Thursday \(pay day\)](#) it may be for the previous pay period. When you raise the claim check the Current Pay Period dates to ensure the dates you wish to claim are prior to the Date To otherwise you might receive an Error 3.

Error #	Error message	Solution
Error 1	You have an existing open pay claim form that first needs to be completed/approved or cancelled before another form can be submitted.	<p>You either have recently submitted a pay claim that is yet to be approved or you already have a pending pay claim open.</p> <p><i>Navigation: Dashboard &gt; My Forms &gt; "All"</i></p> <p>Open your most recent pay claim – if "pending" as a status, you can open and add hours. If "send" as a status, you can open, select "recall" and add hours.</p> <p>If there is more than one pay claim showing as pending, you must select one of the claims and select Cancel Form and Submit to remove one of the pay claims before you can submit the next pay claim.</p>
Error 3	Unable to claim for work in a future period. Please check the dates being claimed for on your pay claim are within the current pay period and resubmit.	<p>Pay claim may have been raised during a previous pay period OR you are trying to claim for work too far in the future.</p> <p><i>Navigation: Dashboard &gt; My Forms</i></p> <p>Check the dates shown in the Current Pay Period to ensure you are not claiming for a date past the <u>Date to</u>. If you have an old pay claim open you must cancel the pay claim and raise a new one with the most recent dates.</p>

Error 4	The contract reference provided on your pay claim is not within your contracts. Please check your contract details shown above, amend your pay claim and resubmit.	Check that the contract reference in your pay claim matches exactly with the contract reference shown in the Contract Details section of MyHR and amend. Do not copy and paste the contract reference from the pdf contract that you signed.
Error 5	You have claimed more hours for a rate against a unit than allocated on your contract. Please check your contract details above, amend any details and resubmit.	This error will occur if you attempt to claim for more hours than is shown in the Remaining Hours section of your Contract Details in MyHR. If you should have more hours than is available to claim, please contact your supervisor.
Error 6	The contract reference provided on your pay claim does not match the cohort, unit and rate combination. Please check your contract details shown above, amend your pay claim and resubmit.	Check that your contract reference, student cohort, unit code and rate match exactly with the contract details shown in MyHR. Amend your record and click save to ensure there are no errors. TIP: If you are teaching an online cohort, check if you are needing to claim for Online (U) or Online (OL) as these are different cohorts.
Error 7	A date claimed on your pay claim is not within your contracted period. Please check your contract details shown above, amend your pay claim and resubmit.	This error will occur if you have claimed for a date that is not between the <u>Date From</u> and <u>Date To</u> listed in MyHR for the corresponding contract reference, student cohort, unit code and rate. Review dates and amend your pay claim.
Error 8	A student cohort claimed on your pay claim does not match your contract. Please check your contract details above, amend your pay claim and resubmit	The student cohort must match exactly with the cohort recorded in the Contract Details section of MyHR for the corresponding contract reference. Amend your record and click save to ensure there are no errors. TIP: If you are teaching an online cohort, check if you are needing to claim for Online (U) or Online (OL) as these are different cohorts.
Error 9	You have claimed hours against a Student Cohort, Unit and Rate combination which does not match your contract. Please check your contract details above, amend any details and resubmit	Review the Student Cohort, Unit and Rate to check that it matches the corresponding details in MyHR, amend and save.
Error 10	A unit claimed on your pay claim does not match your contract. Please check your contract details above, amend your pay claim and resubmit.	Amend the Unit Code in your pay claim so it matches the unit code recorded in the contract details section of MyHR.
Error 11	You have claimed hours against a Student Cohort, Unit and Rate combination which does not match your contract. Please check your contract details above, amend any details and resubmit	Check that your contract reference, student cohort, unit code and rate match exactly with the contract details shown in MyHR. Amend your record and click save to ensure there are no errors.

Error 12	A rate claimed on your pay claim does not match your contract. Please check your contract details above, amend your pay claim and resubmit.	Amend the Rate in your pay claim so it matches the Rate recorded in the contract details section of MyHR.
Error 13	You have claimed hours against a Student Cohort, Unit and Rate combination which does not match your contract. Please check your contract details above, amend any details and resubmit	Check that your contract reference, student cohort, unit code and rate match exactly with the contract details shown in MyHR. Amend your record and click save to ensure there are no errors.
Error 14	The details provided on your pay claim does not match the cohort, unit and rate combination. Please select the details of the task in the details column on your pay claim and resubmit.	Review the Student Cohort, Unit, Rate and Details to check that it matches the corresponding details in MyHR, amend and save.
Error 15	The Detail claimed on your pay claim does not match your contract. Please check your contract details above, amend your pay claim and resubmit.	Review the 'Details' in your contract to ensure they match what is trying to be claimed. Select the correct details from the drop-down list and amend and resubmit.
Error 16	You have claimed hours against a Student Cohort, Unit, Rate and Detail combination which does not match your contract. Please check your contract details above, amend any details and resubmit	Check that your contract reference, student cohort, unit code, rate and details match exactly with the contract details shown in MyHR. Amend your record and click save to ensure there are no errors.
Error 17	You have claimed more than once for the same date against a Student Cohort, Unit and Rate combination. Please check your claim details above, amend any details and resubmit	Check that you have not previously claimed hours for the same date, student cohort, unit and rate combination.
Error 18	Your claim exceeds the %#{Number of Hours}%-hour daily limit, which is in place to support workplace health and safety. Please review and adjust your claim accordingly before submitting it for approval.	You have claimed more than 16 hours for a day.
Error	Unit is not a valid Cost Category 3	This error may occur when a unit code is typed or copied and pasted into the field without selecting from the drop-down listing. Start to type the unit code e.g. SWRK6... and select the correct unit code from the drop-down list. Click Done and click Save to confirm MyHR has accepted the entry.
Error	Student Cohort is not a valid Cost Category 4.	This error may occur when a student cohort is typed or copied and pasted into the field without selecting from the drop-down listing. Start to type the student cohort e.g. LIS... and select the correct cohort from the drop-down list. Click Done and click Save to confirm MyHR has accepted the entry.
Error	That answer must not be less than 0:01	Check that you have hours records against the line or delete the line if it's not required.

Error	Field contains unsupported characters	This error may occur when a reference is copied and pasted from the pdf contract. Delete the reference code and either type in the reference or copy and paste from the contract details section of MyHR.
Error	You have an existing open Pay claim form that first needs to be completed/approved before another form can be added.	This error means you have a pay claim open that has not been either completed or approved. If the pay claim has been submitted it has to be approved before you can start a new pay claim.