University of Colorado
Boulder | Colorado Springs | Denver | Anschutz Medical Campus

HCM – HR/GL: Troubleshooting Guide

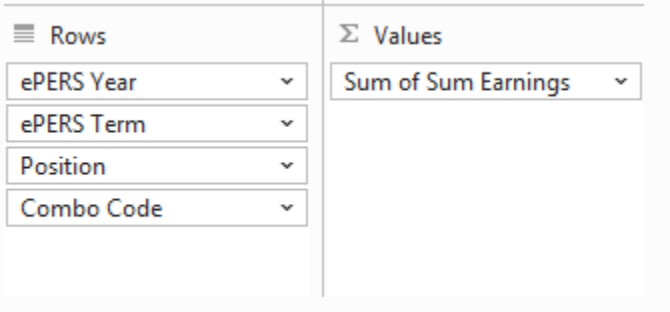
ePERS Troubleshooting

This guide provides tips on how to troubleshoot ePERS on hold where there is a negative value in the distribution. ePERS uses data from the earnings distribution table in HCM. However, it does some adjustments to the data. ePERS requires that the sum of all expenses across a term, position and SpeedType be a positive number.

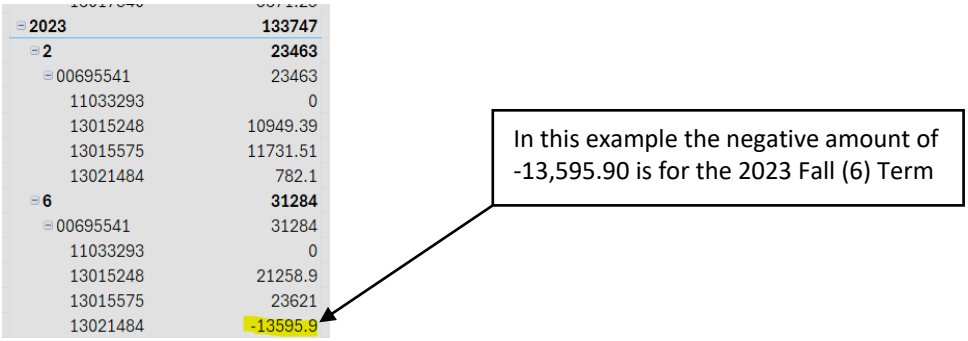
Process

1. For the emplid on hold, run the CU_HRGL_EPERS_DISTRIBUTION_EED query to Excel. This query returns all the ePERS eligible earnings for the employee. Based on the earnings end date, the query also returns the associated ePERS year and term. Hours only earnings in ePERS are updated so that the earnings end date matches the pay period end date and this logic is used in this query. The query is only an estimate of what is calculated in ePERS but should provide a general idea of where the issue may lie. *Pay checks with FAMLI leave may need additional investigation*.

2. To look for overall negatives for a term, create a pivot table with the following rows and values



3. Look for any value where the total is negative. This can identify what is causing the hold.



4. Once you know the speedtype, position, year and term of the negative, review the checks that meet those criteria to identify the specific checks that need correction.

Position	Check Nbr	Off Cycle	Pay Period End	Earns End	Earn Code	Combo Code	Sum Earnings	Hours Only	ePERS Earnings Date	ePERS Year	ePERS Term
00695541	9432044	N	9/30/2023	9/30/2023	RGS	13021484	354.59	N	9/30/2023	2023	Fall
00695541	9432044	N	9/30/2023	8/31/2023	VAC	13021484	36.46	Y	9/30/2023	2023	Fall
00695541	9479584	N	10/31/2023	10/31/2023	RGS	13021484	391.05	N	10/31/2023	2023	Fall
00695541	9536223	N	11/30/2023	11/30/2023	RGS	13021484	707.96	N	11/30/2023	2023	Fall
00695541	9536223	N	11/30/2023	10/31/2023	SCK	13021484	36.46	Y	11/30/2023	2023	Fall
00695541	9536223	N	11/30/2023	10/31/2023	VAC	13021484	45.58	Y	11/30/2023	2023	Fall
00695541	9584972	N	12/31/2023	12/31/2023	RGS	13021484	790.00	N	12/31/2023	2023	Fall
00695541	899536223	Y	7/9/2026	12/31/2023	RGS	13021484	-15958.00	N	12/31/2023	2023	Fall

5. There are usually two possible causes for the negative.
    a. It can be due to a mismatch between the distribution on the negative number and the distribution of what it is trying to reverse.
    b. Or the negative is posting to a different term than the check it is reversing.

    The first issue can happen when an off-cycle check is created where the funding has changed since the original check, when the distribution of regular and exception time for the same pay period doesn't match or when a dock has different funding than the original earnings period that was docked. Term mismatches are usually a result of manual checks that post to extended earnings periods, particularly when overpayments are repaid.

6. For details on all the earnings periods included in a check, use HCM Query CUES_HRGL_PAY_EARNS_DATES

7. For greater clarification, you can review the full paycheck to identify what earnings periods the check was meant to reverse and view the distribution of other earnings with the same earnings end date to see if the distribution doesn't match. The example below shows that the 12/31/23 check was reversed and distributed to a single SpeedType. However, the positive values on that earnings period for that SpeedType are not enough to cover the negative.

Position	Check Nbr	Off Cycle	Pay Period End	Earns End	Earn Code	Combo Code	Sum Earnings	Hours Only	ePERS Earnings Date	ePERS Year	ePERS Term
00695541	9584972	N	12/31/2023	12/31/2023	RGS	13015575	7900.00	N	12/31/2023	2023	Fall
00695541	9584972	N	12/31/2023	12/31/2023	RGS	13015248	7110.00	N	12/31/2023	2023	Fall
00695541	9584972	N	12/31/2023	12/31/2023	RGS	13021484	790.00	N	12/31/2023	2023	Fall
00695541	9584972	N	12/31/2023	12/31/2023	RGS	11033293	0.00	N	12/31/2023	2023	Fall
00695541	899536223	Y	7/9/2026	12/31/2023	RGS	13021484	-15958.00	N	12/31/2023	2023	Fall

8. ePERS only needs to balance over the semester, not a single check. In the example above, the December reversal is greater than the total earnings in December. This is okay because the reversal applies to more than one month in the fall semester. To fix this, you would request a PET of the negative value to a distribution that matches the full earnings period it was meant to reverse in the fall.

9. Corrections for errors will either be a PET for distribution mismatches, a manual adjustment form for term mismatches, or a manual ePERS adjustment for issues that cannot be resolved in HCM. An issue may not be resolvable in HCM if the check processed was technically correct but creates a negative balance in ePERS.

10. Manual Adjustment Form: Manual Adjustment Request | University of Colorado

11. Overpayment Form: Notice of Overpayment Form | University of Colorado