

No.	Question	Version	By	On
Q-1	Fault encountered when click on preview in report viewing: Code : 1 Message: File 'c:\docume~1\wvs\locals~1\temp\4ixk000u.tmp' does not exist. Program : FRMMTHFIG.LOAD	9.0b onwards	VWS	05/06
Q-2	Why is Net Pay not updated automatically (like Gross Pay) when the amount of basic pay, overtime, allowance, deduction, PCB and EPF are being keyed into 12 Months Figures Update (Monthly And Yearly) 12 Months Figures Update (Pay Summary) ?	9.0b until 31 April 2006	VWS	05/06
Q-3	How do I customize the Pay Slip so that the hours worked and allowance rate for individual shift (for monthly pay worker) can be printed?	9.0b onwards	VWS	05/06
Q-4	How do I customize the Pay Slip so that when there is Out of Bound , Basic Pay will be printed instead of Basic Rate?	9.0b onwards	Winnie	05/06
Q-5	How to do the setting if Bonus is paid before monthly remunerations (based on scenario below)?	9.0b (18 Jan 2006) onwards	Winnie	05/06
Q-6	Why is the Date Commence & Basic Rate for certain employees missing in <i>Personnel Personnel Reports Generate Report</i> ?	9.0b onwards	Winnie	05/06
Q-7	Fault Encountered message prompted when process 2 nd Half Payroll? Code 36 Message Command contains unrecognized Program CCAW1 Line No 0	9.0 onwards	Winnie	05/06
Q-8	Fault Encountered message prompted when process 2 nd Half Payroll? Code 12 Message Variable 'LEVYTB' is not found. Program CCDED1 Line No 0	9.0 onwards	Winnie	05/06
Q-9	How to set the following variable allowance (assuming the allowance amount is varying for employees): Full allowance (e.g. RM500 for an employee) if no absent and NPL. With absent/NPL, allowance should be reduced accordingly at the rate of 500/29 for each day of NPL/absent	9.0 onwards	Winnie	05/06
Q-10	Why does the amount of Gross and Monthly Gross not tally in <i>2nd Half Payroll Management Report Pay Summary Report By Range</i> ?	9.0 onwards	Winnie	05/06
Q-11	Why do I get different EPF amount for an employee who has commission for that month?	9.0 onwards	Winnie	05/06
Q-12	Why does Bonus (paid in December) not show in EA form on the same year?	8 onwards	Winnie	05/06
Q-13	How do I add department description into the report?	9.0 onwards	PCLim	05/06
Q-14	One of my allowances does not appear when I view the pay slip after trying both methods as below: <i>Payment 2nd Half Payroll Add/Update Normal Pay</i> <i>Personnel Add/Update Employees Allowance/Deduction</i> I have checked the Allowance Table but no formula is maintained for this allowance.	9.0b onwards	VWS	06/06
Q-15	How do I add Bonus amount in the <i>Employee Pay Summary M1 report (Payment 2nd Half Payroll Management Report (Employee Pay Summary M1 report))</i> ?	9.0b onwards	VWS	06/06
Q-16	Fault encountered with message prompted during process pay: Code : 1231 Message : Missing operand. Program : EPFEXTCT Line No. : 0	9.0 (05 Oct 2005) onwards	SYLow	06/06
Q-17	The staff has 2 deductions every month: RM300 (Housing Loan) and RM100 (Car Loan). The loan description and amount have been maintained in Deduction Table module and Update Loan Records module. Why only RM100 is deducted after Process Pay?	All	SYLow	06/06
Q-18	When SOCSO and TAX data are sent to diskette, message prompted: Record is out of range ?	All	SYLow	06/06
Q-19	Fault encountered and message prompted during process pay Code : 1300 Message : Function name is missing Program : CCEMPYER Line No. : 0	All	SYLow	06/06
Q-20	The default pay slip title is 2ND HALF PAYROLL – JANUARY 2006 ; how can I change it to PAYROLL – JANUARY 2006 ?	9.0b (18 Jan 2006) onwards	Winnie	06/06
Q-21	When I tried to export each employee's basic pay to Excel by using CSV format, the following message prompted: Code : 11	All	Winnie	06/06

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	Message : Function argument value, type, or count is invalid. Program : ATQS Line No. : 0			
Q-22	I found that the system is calculating the overtime rate of all staff (regardless of salary level) based on RM 2000 ?	All	Winnie	06/06
Q-23	The employees' overtime rate displayed as 0.0000 in View Pay Slip?	All	Winnie	06/06
Q-24	The system calculates HRP (Hourly Rate of Pay) based on 26 days per month. Can I change to 30 days per month?	All	Winnie	06/06
Q-25	After upgraded from DOS version to Windows version 9.0, all overtime rates are shown in zero figures ?	Windows Versions	Winnie	06/06
Q-26	I have several employees who receive payroll twice a month; when I posted Holiday & Leave Maintenance to 1 st Half Payroll, the Normal Pay shows empty holiday and leave?	9.0 onwards	Winnie	06/06
Q-27	Why there is no PCB deduction although the bonus amount is taxable according to PCB Table?	9.0a onwards	VWS	07/06
Q-28	The EA Form of few employees displayed incorrect amount for the total of Part A, Part B and Part C (Stated as JUMLAH in EA form). The totals do not tally with those in <i>Monthly and Yearly</i> / <i>12 Month Yearly Reports</i> / <i>12 Month Gross Pay</i> ?	All	VWS	07/06
Q-29	Why is PCB deduction not reduced after I made zakat payment?	9.0b(31/03/2006) onwards	Winnie	10/06
Q-30	Overtime to be paid in mid month ; while salary will be paid at end of the month . How to do this?	9.0b(31/03/2006) onwards	Winnie	10/06
Q-31	How do I export employee file & transaction from one PC to another?	All	Winnie	10/06
Q-32	My staff has passed me a CP38 letter (Notification to employee regarding tax deduction to be made by employer) from Inland Revenue Board. The amounts arise for specific month's deduction from April to July. Total amount of CP38 is RM 425.30. Where can I maintain the deduction figures of CP38?	9.0b(31/03/2006) onwards	Winnie	10/06
Q-33	How to export employee file information which contains Employee Number, Name, Job Title & Basic Pay to Excel format ?	8.3c (28-12-05) onwards	Winnie	11/06
Q-34	How to merge two directories into one ? Both directories having same employee numbers, one contains transaction of January ~July, and the other one August ~October?	9.0b (16-11-06) onwards	Winnie	11/06
Q-35	I can't locate the 'number of year of service' from <i>Data Environment</i> . I can view it from <i>Update Leave/Fund Entitled</i> but can't print. Where is the field located?	9.0b (12-09-06) onwards	Winnie	12/06
Q-36	Error message prompted when ran process pay in 2nd Half Payroll ?	9.0b (15-08-04) only	Winnie	12/06
Q-37	I use 1 st half payroll to pay OT and allowances, 2 nd half payroll to pay basic salary. In 1 st half payroll, I have keyed in basic rate, OT, allowance, and set the working days and DW to 0, but after process pay, the OT rate shows zero amount ?	All	VWS	12/06
Q-38	Wrong bonus PCB was generated by the system (RM45 instead of RM276)!! - Basic Rate RM 2500; Tax category K1B; Bonus RM 5000.	9.0b (11-04-05) onwards	SYLow	12/06
Q-39	Why PCB generated by the system was RM 9,476 instead of RM 10,424 ?	9.0b (05-10-05) onwards	SYLow	12/06
Q-40	I have upgraded payroll to a newer version (Nov 2006), but new format of EPF Format A is still not available in Aps_set.dbt option 60?	9.0b (01-11-06) onwards	Winnie	12/06
Q-41	Error message prompted when one of workstations running upgrade, another workstation running process pay.	9.0b (31-03-06) onwards	Winnie	12/06