

Common myCalPERS Payroll Reporting Errors and Resolutions

This resource is designed to help resolve system errors that may occur while processing payroll reports in myCalPERS. The instructions provided are general and may not address every potential issue. If an error persists after following these guidelines, contact us for further assistance at **888 CalPERS** (or **888-225-7377**).

Select an error from the list below to review details and resolutions.

- [CRB00026](#)
- [CRB00034](#)
- [CRB00038](#)
- [CRB00105](#)
- [CRB00227](#)
- [CRB00234](#)
- [CRB00255](#)
- [CRB00274](#)
- [CRB00345](#)
- [CRB00357](#)
- [CRB00358](#)
- [CRB00424](#)
- [CRB00486](#)
- [CRB00491](#)
- [CRB00498](#)

CRB00026

Error Message

The negative adjustment will create a negative balance on the participant's record. Please review the posted payroll for the earned period and verify the original record data such as record dates, pay rate, and other appropriate fields.

Details

Appears when processing reversals or adjustments that result in a negative balance for the reported earned period. This often occurs when the adjustment amount exceeds the original posted payroll amount or when record details do not match what is posted for the earned period.

Resolutions

- Review the original payroll record for this earned period to ensure all data is accurate.
- Ensure all fields (record dates, payroll details, participant info) match the original record.
- Confirm the adjustment or reversal record includes the same earned period and record dates as the original transaction.
- Ensure the pay rate type and pay rate match the original posted payroll record.
- Check all contribution types and amounts and types for accuracy.
- Only reverse or adjust up to the original posted amount to avoid a negative balance.

[Return to the top](#)

CRB00034

Error Message

The participant has crossed the annual IRC 401(a)(17) limit for the calendar year. The total earnings and special compensation for this participant for all employers in this calendar year is <<posted earnings>>. Please split the record and report compensation up to the IRC401(a)(17) limit of <<IRC401(a)(17) limit>> with contributions, and any compensation over the limit, without contributions, on a separate record.

Details

Appears when the compensation limit is met for the calendar year under the Internal Revenue Code (IRC). Member and employer contributions should no longer be reported for the remainder of the calendar year.

Resolution

- Check the total amount of compensation reported in the calendar year to identify when the limit was met. If the participant works for more than one employer, their compensation limit may already be reached or impacted by their other employment.
- Make sure contributions are only reported on compensation up to the limit.
- Make sure the compensation is reported to the penny.
- Split the record if the annual compensation limit is met in the middle of an earned period. Create one record for compensation up to the limit with contributions, and another record for the remaining compensation without contributions.

Resources

- The annual compensation limits are announced at the beginning of every year via [Circular Letter](#).
- To obtain the year-to-date amount of compensation reported, run the *Reported Compensation by Calendar Year Summary Report* in myCalPERS.
- Refer to Scenario 9: Report Payroll When an Employee Has Reached the Compensation Limit in the [myCalPERS Payroll Reporting \(PDF, 4.1 MB\)](#) student guide for information on how to split the payroll record when the compensation limit has been reached.

[Return to the top](#)

CRB00038

Error Message

The reported contribution <reported contribution> is not equal to the calculated value <calculated member contribution>.

Details

Address any other errors present in the record before resolving this one, as fixing related issues may automatically correct the contribution discrepancy.

Appears when the contribution amount entered for a participant does not match the system's calculated value. This mismatch may result from differences in appointment details, member rates, cost share rates, or payroll schedule types.

Resolution

- Ensure all fields related to the participant's appointment (start/end dates, member rate, cost share rate, member category, bargaining unit, enrollment level, social security contribution modification) are accurate and match the original record.
- For public agencies and schools, confirm the correct member rate and any applicable cost share rates were used when calculating the reported contributions for the record.
- Make sure the payroll schedule type (e.g., biweekly, monthly, etc.) selected is correct and matches the participant's payroll schedule.
- Confirm the correct social security contribution modification was applied.
- Update the reported contribution to match the calculated value, ensuring all underlying details are correct.

If you are unable to resolve the error once validating the reported member contributions were calculated correctly or confirming the myCalPERS calculated value is incorrect, contact us for assistance.

[Return to the top](#)

CRB00105

Error Message

The earned period reported is missing posted payroll. If this is a spanned retroactive salary adjustment, split the retroactive adjustment into multiple records if compensation was not reported for an earned period.

Details

Regular payroll records must be posted first to resolve error CRB00105. Correct any errors on the regular payroll records for the affected periods and make sure these records are posted before submitting the retroactive salary adjustment (RSA).

Appears when submitting an RSA and there is no regular payroll record posted for the participant during the adjustment period. This typically happens if the participant did not receive compensation in one or more earned periods within the retroactive adjustment date range, or if the regular payroll record has not yet been posted.

Resolution

- Review the participant's service history for the entire retroactive adjustment date range to identify any missing payroll records.
- If a regular payroll record is missing for a period in which the participant earned compensation, post the regular payroll before submitting the retroactive adjustment.
- If the participant did not receive compensation for one or more earned periods within the retroactive adjustment date range, split the retroactive adjustment into multiple records, excluding earned period(s) with no earnings.
- Ensure the RSA transaction type is being used correctly and pay rate type (i.e., hourly, daily, or monthly) matches the participant's pay history.
- For state agencies, check the date range of the spanning retro to ensure it does not include an arrears period or cross fiscal years.

[Return to the top](#)

CRB00227

Error Message

The participant has crossed the annual PEPRAs compensation limit for the calendar year. The total earnings and special compensation for this participant for all employers in this calendar year is <<posted earnings>>. Please split the record and report compensation up to the PEPRAs compensation limit of <<PEPRAs compensation limit>> with contributions, and any compensation over the limit, without contributions, on a separate record.

Details

Appears when the compensation limit is met for the calendar year under the Public Employees' Pension Reform Act (PEPRA). Member and employer contributions should no longer be reported for the remainder of the calendar year.

Resolution

- Check the total compensation reported in the calendar year to identify when the limit was met. If the participant works for more than one employer, their compensation limit may already be reached or impacted by their other employment.
- Ensure contributions are only reported on compensation up to the limit.
- Make sure the compensation is reported to the penny.
- Split the record if the annual compensation limit is met in the middle of an earned period. Create one record for compensation up to the limit with contributions and another record for the remaining compensation without contributions.

Resources

- The annual compensation limits are announced at the beginning of every year via [Circular Letter](#).
- To obtain the year-to-date amount of compensation reported, run the *Reported Compensation by Calendar Year Summary Report* in myCalPERS.
- Refer to Scenario 9: Report Payroll When an Employee Has Reached the Compensation Limit in the [myCalPERS Payroll Reporting \(PDF, 4.1 MB\)](#) student guide for information on how to split the payroll record when the compensation limit has been reached.

[Return to the top](#)

CRB00234

Error Message

The contribution type of the negative adjustment does not match the contribution type of the posted record, which will result in a negative balance on the participant's record. Please verify the contribution type of the original entry's earned period record date to ensure consistency.

Details

Appears when a negative adjustment or reversal is reported with a contribution type or other payroll details such as pay rate or record dates that do not exactly match the original record for the same earned period, resulting in a potential negative balance.

This error often occurs with [CRB00026](#).

Resolution

- Ensure the contribution type of the negative adjustment matches the contribution type of the original posted record for the same earned period.
- Verify all service history fields match exactly, including record dates, pay rate type, pay rate amount, contribution type, and contribution amount.
- Confirm the negative adjustment is being applied to the correct record and earned period.
- Confirm all details between the original and reversal entries are consistent.

[Return to the top](#)

CRB00255

Error Message

There is more than one member/employer rate that exists for the adjustment period. Split the adjustment into multiple records for each earned period.

Details

Appears when there is more than one member or employer rate in effect during the adjustment period.

Resolution

- Check if the adjustment period includes multiple fiscal years or spans a time when the member or employer rate changed.
- Review the participant's appointment and rate summary, paying close attention to the effective dates of any rate changes.
- If cost share rates are involved, verify when the cost share became effective.
- Split the adjustment into separate records for each earned period with a different member and/or employer rate.

[Return to the top](#)

CRB00274

Error Message

The reported earnings exceed the maximum allowable earnings for the specified time period. Please verify the record's begin and end dates as well as the transaction type to ensure accuracy.

Details

Appears when the reported earnings in a retroactive salary adjustment (RSA) record exceed the maximum allowable amount for the reported earned period, often due to incorrect record dates, pay rate, or transaction type.

Resolution

- Confirm the record's begin and end dates are accurate and correspond to the correct reporting period.
- Validate the pay rate and pay rate type to ensure the correct pay rate and pay rate type have been reported.
- Review the service history to make sure any increases in pay or position changes are accurate and properly reflected.
- Confirm the transaction type matches the intended reporting action.
- For RSA records, pay special attention to the record dates and reported earnings.

[Return to the top](#)

CRB00345

Error Message

There is an arrears determination from {arrearsStart} to {arrearsEnd}. Please split the earned period into two separate entries: arrears and non-arrears.

Details

Appears when there is an arrears determination for the participant and the determination dates overlap with the reported payroll record begin and end dates.

Resolution

- Look for any messages or notifications from us that specify which dates are considered arrears.
- Review the date range of the reported earned period to check if it overlaps both arrears and non-arrears time frames.
- If the earned period overlaps both arrears and non-arrears, split the record. Create one record matching the arrears time frame and one matching the non-arrears timeframe.
- If you have questions related to the arrears determination period or any other arrears related questions, email our Membership Reporting team at membership_reporting@calpers.ca.gov.

[Return to the top](#)

CRB00357

Error Message

Special compensation amount exceeds the allowable limit for <<special compensation type>>.

Details

Appears when the reported special compensation amount exceeds the allowable limit for the specified special compensation type, often due to incorrect amounts or record dates.

Resolution

- Confirm the special compensation amount reported is correct and does not represent a lump sum, unless appropriate for the compensation type.
- Verify the record dates are accurate and correspond to the period in which the special compensation was earned.
- Review the type of special compensation selected to ensure it matches the reported amount and period.
- For state agencies, when reporting California State University Final Contract Payout, contact us for assistance.

[Return to the top](#)

CRB00358

Error Message

The reported earnings and pay rate exceed the maximum limits established by CalPERS. Please verify the pay rate type, pay rate, and earnings to ensure compliance with the defined limits.

Details

Appears when the reported earnings and pay rate exceed the maximum limits established by CalPERS, often due to incorrect pay rate type, pay rate, or non-reportable compensation being included, resulting in excessive service credit.

Resolution

- Review the pay rate type, pay rate, and reported earnings to ensure they comply with CalPERS' defined limits.
- Confirm the reported earnings do not include lump-sum payments or overtime, unless appropriate.
- Check for excessive service credit that may have resulted in overstated earnings.
- Double-check all data entries for accuracy and consistency with official records.

[Return to the top](#)

CRB00424

Error Message

The participant has met the annual compensation limit for the calendar year. Please report the record without contributions.

Details

Appears when the participant has already met the annual compensation limit for the calendar year. Member and employer contributions should no longer be reported for the remainder of the calendar year.

Resolution

- Identify the participant's enrollment level and reporting period, then confirm the participant has reached the annual compensation limit for the calendar year. If the participant works for more than one employer, their compensation limit may already be reached or impacted by their other employment.
- If the participant has already reached the compensation limit in the calendar year, ensure the record is reported without any member and employer contributions.

Resources

- The annual compensation limits are announced at the beginning of every year via a [Circular Letter](#).
- To obtain the year-to-date amount of compensation reported, run the *Reported Compensation by Calendar Year Summary Report* in myCalPERS.

[Return to the top](#)

CRB00486

Error Message

The pay rate type in the retroactive salary adjustment must match the pay rate type in the earned period record.

Details

Appears when the pay rate type reported in the retroactive salary adjustment (RSA) doesn't match the pay rate type in the original earned period record.

This error can occur alongside [CRB00105](#).

Resolution

- Confirm the pay rate type (i.e., hourly, monthly, or daily) in the retroactive adjustment matches the original earned period.
- Review each earned period to identify if the pay rate type changes.
- If your adjustment covers more than one earned period with different pay rate types, split the spanning retroactive adjustment into separate records, one for each pay rate type.
- Confirm the record begin and end dates are accurate.

[Return to the top](#)

CRB00491

Error Message

The earned period record dates are associated to a member paid arrears determination from {arrearsBegin} to {arrearsEnd}. Delete this record from the report and use the employment certification process if additional payroll needs to be reported.

Details

Appears when payroll is reported for a period covered by a member-paid arrears determination, which must be handled through the employment certification process rather than regular payroll reporting.

Resolution

- Confirm the earned period record dates fall within a member-paid arrears determination period.
- Do not report payroll for this period through the regular payroll process.
- If additional payroll needs to be reported for these dates, use the employment certification process (also known as a CalPERS Review Report).
- For assistance with the CalPERS employment certification process or any related questions, visit our [Employment Certification](#) webpage or email our Membership Reporting team at membership_reporting@calpers.ca.gov.

[Return to the top](#)

CRB00498

Error Message

The reported pay rate is below the minimum allowed for this pay rate type. Please review and update the pay rate and/or pay rate type, then select either "Save & Continue" or "Save & Exit".

Details

Appears when the reported pay rate is lower than the minimum allowed for the reported pay rate type.

Resolution

Confirm the following:

- The correct pay rate type (hourly, daily, or monthly) is selected.
- The correct pay rate amount is reported.
- Only the base pay rate is reported.
 - Special compensation items must be reported separately under the correct special compensation category and type.

If the reported pay rate and pay rate type are correct, contact us for assistance.

[Return to the top](#)