As a Shared Service Center Fulfiller or AWE Approver it is critical that you verify requests are accurate and contain all required information before submission or approval. When a transaction is missing information or contains inaccurate information the status will be “Approved with Error”. The “Error Text” below the “Request Status” section does not display the true reason for the error message. The “Approved with Error” status means the transaction was denied due to one of the following reasons:

- **Job Data Change**: A Job Data Change cannot be after the expected job or position end date. The Job Data Change date needs to be the same or earlier than the job end date.

- **Position Data Row**: The PayPath Actions Page is not meant to be used to ‘correct’ an existing Position Data Row. If a position data row already exists with an EFFDT of 1/1/2018 (for example), you cannot submit another 1/1/2018 transaction to override or correct the existing Position. You can add a row and add an effective date of say 1/2/2018 as needed. A best practice is to use a position date a week or more before the hire date so that you can make updates to Position without having to send to the UCPC for a correct history update.

- **PayPath**: In general, PayPath is used to ‘ADD’ rows to existing rows, not to overwrite/correct rows that are already in the database.
  a. For Position Data, only 1 row is permitted for each EFFDT (Position Data is NOT effective sequenced).
  b. For Job Data, multiple rows are allowed for each EFFDT (because Job Data is effective sequenced).

Transactions with the “Approved with Error” status cannot be modified or processed since they are NOT saved to the UCPath database. Instead, the AWE Approver will need to contact the Shared Service Center Fulfiller to notify them of the error reason. That Shared Service Fulfiller will then need to resubmit the request with the correct information.
Daily Reports and Assistance

During Hypercare, the Shared Service Center Managers receive a daily report of all transactions with the “Approved with Error” status, along with the correction(s) required. If you still need assistance, please submit a ticket to the HyperCare Team.