



Error Messages and Solutions

This job aid lists the eight most common error messages that occurred in fiscal year 2025-26, as they appear in the ORS system, along with solutions. Use it to fix or clear up suspended records so reports can be posted.

Error:	S - This ORS account is missing at least one of these data elements: First/Last Name, Date of Birth, Address or Gender. If a DTL1 record is on this report with all these elements, no action is required. If no DTL1 record exists, please submit one. The DTL2 record will post after the DTL1 record posts.
Solution:	Look at the DTL1 record and make sure all the required boxes are filled in. This includes gender, birth date, street address, city, state, and ZIP code. You cannot have both a ZIP code and postal code entered.
Error:	S - The Pay Rate is NOT greater than zero and the wage code is 01, 07, 08, 09 or 11.
Solution:	Take your previously reported wages and hours and add that to the new report to get a new total. Take the new wages and divide by new hours to get your hourly rate.
Error:	S - The member is reported more than once, each of record's class code and wage code are not unique, begin, end dates overlap.
Solution:	You can't have more than one DTL2 record that has the same date, class code, and wage code. You have two options: <ul style="list-style-type: none"> • Split the records on two different reports. • Combine the wages and hours into one record or change the wage code or class code on the other record(s).
Error:	S - The begin and/or end dates of this record do not match a payroll cycle or fall within a payroll cycle detailed in your calendar. Please verify and update the record.
Solution:	Check the record and update the start and/or end date. The record dates must match the dates within the payroll calendar you're trying to correct. Look at "View Payroll Calendar" to see all current and past payroll calendars.
Error:	S - Pay rate should be greater than zero
Solution:	Review the record and enter a rate of pay greater than zero. Take the wages and divide by the hours reported to get the pay rate.



Error: **S - ORS does not have a record of this member ever having worked at this reporting unit. Please verify the SSN. If it is accurate, make certain wages have been reported for this member.**

Solution: A new employee's first reported pay period must include a record with wages and hours. Later records (even in that pay period) can post only after the employee has some wages and hours posted. You can delete the Wages Without Hours record and add it later as a positive adjustment on a future payroll report, after the member already has wages and hours posted.

Error: **S - Complete demographic details are not present in the member's account.**

Solution: Check the member's records to make sure the DTL1 record has posted. If it hasn't, look to see whether something in the member's account is preventing it from posting. If you cannot find the suspended record, email our office at ORS_Web_Reporting@Michigan.gov. We'll get back to you once we locate the suspended record.

Error: **S - The hours are zero and the wage code is 01 or 11 and the employment class code is not 8000.**

Solution: Records using wage codes 01 and 11 must include hours. Check the record details. If the employee did not work hours, change the wage code to the appropriate code. Wage code 09 - wages without hours or wage code 08 – summer spread wages are examples. Use the [Detail 2 records – wage codes](#) section in the Reporting Instruction Manual to help you decide which wage code is correct.

