



infomedika
Enterprise Wide Information Systems

Sage

**Attempting to Pay more to employees
than your payroll subscription allows**

SAGE SYSTEM KNOWLEDGE BASE

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Business Partner **Professional**

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Error: "You are attempting to pay more employees than your payroll subscription allows. You can continue processing payroll for additional employees through xx/xx/xxxx."

Products

Sage 100

Description

Error: "You are attempting to pay more employees than your payroll subscription allows. You can continue processing payroll for additional employees through xx/xx/xxxx. After this date, you must upgrade your subscription to process payroll for more than yy employees" (xx/xx/xxxx=date) (yy=number of employee tier), occurs before running Payroll Tax Calculation.

Cause

Payroll subscription tier is not valid for the number of employees being processed in payroll data entry.

Resolution

This message is to warn you **before** you attempt to run Payroll Tax Calculation, note once payroll tax calculation is run for more employees than your tier limits the 45-day grace period cannot be reset without increasing your payroll tier. You may continue to process payroll **until the date** noted in the error message. After that date, you will only be able to process payroll up to your tier limit, you will not be given a 2nd chance grace period. If you need to increase your tier limit, please call as soon as possible 1-800-987-5212 or email AskSageNow@sage.com (mailto:AskSageNow@sage.com) to adjust your current payroll tier.



You may also click Cancel in this message and go back into Payroll Data Entry and delete entries, so you do not exceed your payroll tier.

NOTE: If you are still on a Business Care plan (not a separate Payroll subscription plan) which should have the unlimited payroll tier as part of your business care plan. Please contact Sage 100 Sales Advisor and have them look for possible cause being the old Payroll module SKU still showing as activate in the account (the one before unlimited), which needs to be inactivated and then the Unlimited Payroll SKU needs to be added to the account.