Frequently Asked Questions (FAQs) - PaySys

1) Unable to fetch Employees from CPIS.

Check for DDO AG Code in CPIS and PAYSYS, it should be same while fetching the Employee from CPIS. Now login in PaySys and click on option **Fetch CPIS Bulk Data** in option **Employee Info**.

2) How to update DDO details.

In Checker level login of DDO, click on option **Masters** and update the DDO details. You can refer Manual for guidance.

3) Double Employee entry of employee found.

In Maker level login of DDO, one of the entries can be made Inactive.
Select Masters – Employee Info – Select Employee – Employee Status – select Inactive.

4) Unable to create Group.

In Maker level login of DDO, different groups can be created under the option **Group Master**. You can refer Manual for guidance.

5) Budget show Zero, while creating the Bill.

In Maker level login of DDO, particular group (for which Bill is prepared) should be mapped with the concerned **Budget Controlling Authority** under the option **Group Master**. Please refer Manual for guidance and make sure to check that Bill is prepared for the same scheme for which the Budget is released.

6) Employee not visible while preparing GPF Bill.

In Maker level login of DDO, update the GP fund deduction of that particular employee under the option **Emp. Info** and try again.

7) Enable to prepare NPS Bill.

Every DDO with NPS employees have to create two bills. One Main Bill for the group and another NPS Contra Bill in favor of NPS employees. After preparing the Main Bill in the option **Bill Processing-Bill Register**. Now change the scheme from salary to NPS (**2071**), select the group and select the Bill No. of the Main Bill. In this way NPS Contra Bill will get prepared. Now you can send to Checker. Please refer Manual for guidance and follow the whole process.

8) Unable to generate Reports/ Schedule.

In Maker and Checker level login of DDO, Reports can be generated under the option **Reports/Schedules**.