

WPS - FAQ

1. Does WPS Site is compatible in all browsers?

WPS Is Best viewed in Google chrome and Mozilla Firefox.

2. How to register for WPS system?

Go to your Labour Office and give the essential details for registration like establishment name, establishment type, email, mobile number, bussiness type, bank details, and other basic details.

3. How to login for the first time in WPS?

Use the username/registration number (ex: SH010030010009) as both username and password for login. There will be a new registration page where you can enter a new username and password and register using an OTP send to your mobile number.

4. How to enter employer details like mobile number or bank details or employment type etc.?

Contact to the Labour Office in your circle. All details regarding employers can be updated from your Labour Office.

5. How to know my establishment details in WPS?

Go to menu 'Your establishment details' and check the employer details.

6. How to add employees in WPS?

There are two methods for adding employees in WPS account, first method is to manually enter the details in employee details and add them one by one, second method is to enter all employees in the excel template (downloadable from wage upload menu) and upload through 'wage upload' menu, it will automatically register them in the employee details.

7. How to update employee details?

From employee details, there will be a table where all the employees are listed, if clicked on the employees name you want to update, it will load the details and can edit it and update through the update button.

8. How to update bank details of employees?

Bank details of employees cannot be updated through employee details, it can be through the menu 'employee bank details updation'. In that menu, enter the employee code of employee you want to edit and edit it without any mistake and can be updated through an OTP send to your mobile.

9. How to Terminate/Remove an Employee?

Go to menu employee details and click one employee from table, enter the reason for termination and click on the terminate button, termination process is completed.

Please make sure the employee is not on the table and never use the employee code you terminated.

10. How to upload the salary in WPS?

Go to the menu wage upload and download the excel template from instructions. Fill all the mandatory fields in the excel spread sheet, and upload it after choosing the wage type (ex: monthly). It will be uploaded and listed in the table beneath wage upload.

11. After upload it shows mismatch in excel and upload is not possible, how to solve this?

The mismatch message will clearly point out the errors in excel by showing the exact row and column in which the errors are found. Go to the row and column in excel, edit it and upload again.

12. Mismatch is still showing after editing the excel sheet, like mismatch in calculation. How to solve this?

Calculation in excel should be tallied for the proper calculation in menu 'wage calculation'. For that the amounts in columns 'BASIC', 'DA', 'HRA', 'City Compensation Allowances' should be added and the sum should be come in 'Gross Monthly Wages'.

The rest of the columns from 23 to 30 should be added and that sum should added with 'Gross Monthly Wages' to get the 'Total amount' in column 31.

Rest of the columns from 32 to 40 should be added together to get the 'Total Deduction' in column 41.

To get the 'Net Wages' in column 42 the 'total deduction' (41) should be subtracted from 'Total Amount' (31). In this calculation amount will be tallied and can be uploaded without any mismatch message.

13. How to get to the next step after successful uploading?

Go to wage upload again and click on the entry you just uploaded for locking. There will be a message in the entry like 'click here to lock' for proper identification. After clicking the entry, click again on the lock button for locking. After locking, it will be automatically redirect to the next step 'Wage Calculation'.

14. After locking, it does not redirect to wage calculation, instead it is giving a message like "Please Map Designation", how to solve this?

For those employees whose designation is not assigned, it will be redirect to designation mapping to one time assigning of designation.

15. How to assign designation?

Select establishment, designation (ex: accountant) and select employee whose designation is accountant from list in table, for selecting tick against the employee, and click on the button assign designation.

Designation is successfully assigned.

Like this assign designation for all the employees to go to the next step.

16. Wage calculation is showing incorrect date after selecting wage type, how to solve this?

After selecting the wage type, select the wages (uploaded/new) for locking and select the entry you uploaded for locking.

If the entry is not there make sure the wages are properly locked in wage upload.

17. Whether editing is possible in wage calculation, in case of some error in wage calculation?

Yes, it can be edited before locking.

18. How to transfer the wages?

Select the wage you want to transfer and click on verify salary button, it will show the employees list with salary and bank details. Verify properly before clicking on transfer salary. After clicked on transfer salary, the OTP will be sent to the registered mobile number. Enter it on the space given for OTP and click on 'Confirm Transfer' button.

Your wage transfer process is completed.

19. Do I have to go to bank for further transaction process?

No. Payment process is automated. Only make sure that, there is enough balance for debiting .

20. Everything is done correctly and transaction has failed?

Make sure your bank information is all correct, like account number, IFSC code etc. Please also make sure the given account is a current account.

21. After transaction some employees has not received payment, what to do?

Go to bank file comparison and download the bank statement. Check for any fail status for employees and check the remarks for reason of fail. Do check the problem and after solving the problem, go to 'withheld wage transfer' menu and re-transfer the salary of employees whose transaction has been failed.

22. How to track the payment info?

Contact your bank for further enquires after the wage transfer.

23. How to get salary slip?

Go to salary slip menu and download click on generate slip after selecting the wage details. If there is no action after clicking on generate slip, check the browser settings, if pop-ups are blocked or not.

24. How to give payments other than monthly salary?

Go to other payments menu, download the excel template from instructions, fill the mandatory columns and payment details which you want to initiate (ex: bonus, allowances etc.) and upload through the other payment option. After successfully uploading go to the table listed below for conforming the payment.

After conforming you can transfer wages by normal steps in wage transfer.

25. Mismatch is showing in the other payments when uploading?

Go to the row and column in the excel sheet for editing and after editing re-upload the file.

26. How to enable pop-ups in chrome/Mozilla if some reports and salary slip will not open?

In chrome go to settings in browser and search for pop-ups in search settings, it will open a new settings called content settings, open it by clicking it and enable the pop-ups by selecting allow pop-ups for all sites.

In Mozilla open settings by clicking in the preference in Mozilla menu. Go to content settings in the side menu. If the option of block pop-ups is ticked, untick it and check again.

For chrome--<https://support.google.com/chrome/answer/95472?hl=en>

For mozilla – <https://support.mozilla.org/en-US/kb/pop-blocker-settings-exceptions-troubleshooting>