

Troubleshoot an unresolved interpretation

Find the message you see on a timesheet or in Preview when pay is blank or unresolved, learn what it means and what to do next.

WHO IT IS FOR Owner, Admin, Manager, Finance	TIME NEEDED About 10 minutes	LAST REVIEWED 2 October 2026
--	--	--

Who this is for

Permissions: You need **Can view timesheets** and **Can view pay levels** to see the **Pay interpretation** section. Fixing most causes needs an Owner or Admin, or **Can manage pay levels**. Choosing a pay item by hand also needs **Can generate timesheets** and a submitted or returned timesheet.

Before you begin

- Pay Levels must be switched on first. An Owner or Admin switches it on in **Account settings > Automation & Capacity Controls > Pay Levels and automatic interpretation**, by choosing **Enable**. See [Enable Pay Levels](#). When it is off, the **Pay interpretation** section does not appear at all.
- You are looking at the **Pay interpretation** section of a timesheet review window, or at the result of **Preview** in the **Pay Rules** window.

Good practice

- Start at the list of problems above the tables. Fix the cause that appears most often first, in the rules, the assignment or the contract, so every timesheet benefits.
- Fix causes before the timesheet is approved. An approved timesheet keeps the pay it was approved with and cannot be returned.
- After you fix a cause, return a submitted timesheet for changes, so that a new pay version is kept when the staff member submits it again.
- When you choose an item by hand, write a **Reason** that explains the choice, because it stays with the timesheet.
- Once a person is assigned to a level that says **Interpretation enabled**, use **Preview** in the **Pay Rules** window to test a shift on a made-up day before you rely on a new rule.



Problems and fixes

The **Pay interpretation** section does not appear on a timesheet.

Why it happens: Pay Levels is switched off for your organisation, so the section is hidden. It is not a fault of the timesheet.

What to do: An Owner or Admin switches Pay Levels on in **Account settings > Automation & Capacity Controls > Pay Levels and automatic interpretation**. See [Enable Pay Levels](#).

The **Pay Levels** item is missing from the left menu under **Administration**.

Why it happens: Your role does not include **Can view pay levels**, or your organisation's subscription is not active.

What to do: Ask an Owner or Admin to check your role and **Billing & subscription**. If nobody can see the item, contact BondiByte support.

The section says **Detailed pay interpretation requires Staff Pay view permission; hours review remains available**.

Why it happens: Your role does not include **Can view pay levels**. You can review the hours but not the amounts.

What to do: Ask an Owner or Admin to give you **Can view pay levels**.

The section shows a message and a **Retry pay review** button, and **Approve** does not work.

Why it happens: BondiByte could not load the pay version. One reason is that your organisation has used its included Automation Capacity for the billing period. The message then says **You have reached your included Automation Capacity for this billing period, so this automated step did not run**.

What to do: Choose **Retry pay review**. If the message is about Automation Capacity, capacity returns when your allowance resets with your billing cycle, or when you add more. Viewing and editing are not affected.

A message says **Pay Levels setup must be confirmed before automatic interpretation can run. Manual pay selection stays available**.

Why it happens: The starter setup has been prepared but nobody has confirmed it yet.

What to do: Go to **Administration > Pay Levels**, review the starter setup and confirm it. See [Use the starter setup](#).

A message says **Automatic interpretation is not enabled for your organisation. or Automatic interpretation is not yet available for your organisation. Manual pay selection stays available**.

Why it happens: Automatic interpretation is switched off for your organisation, or your organisation's subscription is not active.

What to do: An Owner or Admin checks **Pay Levels and automatic interpretation** in **Account settings > Automation & Capacity Controls**. If it is already **On**, contact BondiByte support.

A message says **Pay Levels is not included in your organisation's current plan. Manual pay selection stays available**.

Why it happens: Your organisation's subscription is not active, so automatic interpretation cannot run.

What to do: An Owner or Admin checks **Billing & subscription**, and contacts BondiByte support if it is active. As the message says, manual pay selection stays available.



Every part shows blank amounts and the list says **pay item not selected**.

Why it happens: The person has no dated assignment that covers the days worked, or the Pay Level they are assigned to does not say **Interpretation enabled**, or the level has no published rule.

What to do: Open **Pay Rules and preview** for the person's level. On **Staff assignment**, check **Assignment history** and use **Record assignment** if it is empty. On **Rules**, check the heading says **Interpretation enabled** and that rules are published. Or choose the item for each shift line in its **Pay level** box and choose **Save manager notes**.

The list says **selected item not assigned level, selected item not effective or pay rate or unit unresolved**.

Why it happens: A pay item was chosen in a shift line's **Pay level** box, and it belongs to a different level from the person's assignment on that day, was not in force on that day, or has no usable rate or unit.

What to do: Choose another item in the **Pay level** box, from the level the person is assigned to on that day, with a rate and a unit, and choose **Save manager notes**. Or record the person's assignment and enable interpretation for their level, so that the rules price the timesheet instead. See Understand Pay Rules.

A message says **No current Pay Level assignment covers this staff member**. in the **Pay Rules** window or in a timesheet's **Pay interpretation** section.

Why it happens: The person has no assignment that covers today, for example the assignment has ended or has not started yet.

Preview cannot run for them, and a timesheet cannot be priced. The check uses today's date, even for a timesheet of an earlier period. A timesheet shows the message with **Retry pay review**.

What to do: Record an assignment on the **Staff assignment** part with **Assignment starts** on or before today and **Assignment ends (exclusive, optional)** blank or after today. Then run **Preview** again, or choose **Retry pay review** on the timesheet.

A message says **The staff member's assigned Pay Level is not activated for interpretation**. in the **Pay Rules** window or in a timesheet's **Pay interpretation** section.

Why it happens: The level the person is assigned to today has interpretation switched off.

What to do: On the **Rules** part of that level, type an **Activation or retirement reason** and choose **Enable interpretation**. It needs at least one published rule. Then run **Preview** again, or choose **Retry pay review** on the timesheet.

Preview says **Site is not assigned to this staff member**.

Why it happens: The **Service location** you chose is not one of the sites the person is assigned to.

What to do: Choose a **Service location** the person is assigned to, then choose **Preview rules** again.



The list says **staff assignment coverage unverified, historical assignment unknown or assignment overlap**.

Why it happens: No assignment, or more than one assignment, covers every day of the timesheet. For example the assignment starts in the middle of the period, or two assignments overlap.

What to do: Check **Assignment history** on the **Staff assignment** part. Record an assignment that starts on or before the first day worked. Recorded history is never rewritten, so add a new dated assignment instead.

The list says **pay rule gap**.

Why it happens: No published rule matches those hours. For example the rules cover weekdays from 06:00 to midnight but the shift runs from 00:00 to 06:00.

What to do: Publish a rule for those days and times. See Weekday, weekend and Public Holiday rules. Until then a manager can choose the **Pay item** by hand under **Manager selection and allocation**.

The list says **pay rule conflict, undeclared replacement relation or rule invalid**.

Why it happens: Two matching rules have the same **Priority** in the same **Replacement group**, or they are in different groups, or a published rule is not valid.

What to do: Retire one of the rules with **Retire**, or publish a new version with **New version** that uses the same **Replacement group** and a higher **Priority**. For **rule invalid**, contact BondiByte support.

The list says **Payroll jurisdiction is required before automatic pay interpretation can run for this staff member**.

Why it happens: The person has no **Active** or **Expired** contract that covers the day worked and carries a **Payroll jurisdiction**.

What to do: Owners and Admins can choose the **Review staff contracts** link in the message, or open **Staff** > the person's record > **Contracts & Pay** and add an **Active** contract with a jurisdiction. See Payroll jurisdiction.

The list says **Public holiday reference data does not cover this date yet**.

Why it happens: BondiByte does not hold public holiday information for that date and jurisdiction yet.

What to do: Contact BondiByte support and say which state or territory and which dates are affected. The hours stay unresolved until the information is in place.

The list says **A regional public holiday may apply; the work region could not be confirmed. or This shift crosses a part-day public holiday boundary and needs manual review**.

Why it happens: The day may be a public holiday only in part of the state, or for only part of the day. BondiByte will not guess.

What to do: Contact BondiByte support and say which timesheet and dates are affected. The hours stay unresolved.

The list or the **Preview** result says **Holiday coverage is unknown for the confirmed payroll jurisdiction**.

Why it happens: A rule that depends on public holidays matched, and BondiByte cannot confirm whether the day is a public holiday for the jurisdiction.

What to do: Check the person's contract has a **Payroll jurisdiction** and an **Active** status. If the message is in **Preview**, check the same rule on a real timesheet.

The list says **Confirm the work timezone before interpreting pay**.

Why it happens: The site where the shift was worked has no recognised state or time zone, so BondiByte cannot place the shift on the clock.

What to do: Open the site in **Sites** and set its state, then open the timesheet again. See Create a site.



The list says **dst transition requires review, dst nonexistent local time or dst repeated local time**.

Why it happens: The shift crosses the moment the clocks change in the state of its site, or starts or ends in the hour that is skipped or repeated. Clocks change in ACT, NSW, SA, TAS and VIC. Daylight saving starts on the first Sunday in October and ends on the first Sunday in April. BondiByte will not guess which hours were worked.

What to do: Choosing a **Pay item** does not clear it. Contact BondiByte support and say which timesheet and dates are affected. The hours stay unresolved.

The list says **The break crosses rates. Its timing must be reviewed**.

Why it happens: The break was entered only as a total, and the shift crosses from one rate to another, so BondiByte cannot tell which rate the break comes from.

What to do: Under **Manager selection and allocation**, choose **Allocate a recorded break**, enter **Break start** and **Break end**, type a **Reason** and choose **Save pay review**. Each break needs an end after its start. The recorded breaks must add up to the break shown on the shift line and sit inside the shift.

The list says **break total mismatch or break interval invalid**.

Why it happens: The recorded breaks do not add up to the break shown on the shift line, a break sits outside the shift or overlaps another, or a break ends before it starts.

What to do: Under **Manager selection and allocation**, enter the **Break start** and **Break end** rows again so that together they equal the break shown on the shift line and sit inside the shift. Type a **Reason** and choose **Save pay review**.

The list says **Allocate the reviewed hours across the applicable rates. or parent quantity rounding allocation required**.

Why it happens: The hours on the timesheet were adjusted from the rostered hours, or do not divide exactly across the rates.

What to do: Under **Manager selection and allocation**, choose the **Pay item** that should price those hours, type a **Reason** and choose **Save pay review**.

The list says **Sleepover pay item not configured and manager selection required, or sleepover selection ambiguous**.

Why it happens: No Sleepover rule, or more than one, matches the sleepover.

What to do: See Sleepovers. Publish a single Sleepover rule for the day, or choose the item by hand.

The list says **This sleepover shift has not been split into first active work, one sleepover allowance and second active work. Correct the roster sleepover times and regenerate the draft, then review pay**.

Why it happens: The shift is a sleepover, but its active and sleep times were not set when it was rostered, so it could not be split into the three parts. BondiByte does not price it as an ordinary shift.

What to do: Correct the sleepover times on the shift in Rostering and regenerate the timesheet draft, as the message says, then review the pay again. See Sleepovers.

The list says **pay override inputs changed reconcile**.

Why it happens: A manager chose an item or allocated a break, and the hours of that part were changed afterwards, so the choice no longer fits.

What to do: Choose the **Pay item** again under **Manager selection and allocation**, type a **Reason** and choose **Save pay review**.



Every part says **legacy submitted rate not preserved**.

Why it happens: The timesheet was submitted before pay interpretation was switched on, so no pay version was kept. BondiByte does not work out historical rates.

What to do: Choose **Return for changes** with a **Reason**. When the staff member submits the timesheet again, the pay is worked out from your current rules.

The section of an approved timesheet says **No preserved financial interpretation is available. Existing hours review remains available; historical rates are not inferred**.

Why it happens: The timesheet was approved before pay interpretation was switched on, so there is no kept pay version.

What to do: Nothing is wrong. The approved hours are still shown. An approved timesheet cannot be returned or approved again.

A message says **Pay review changed. Reload before saving. or The reviewed pay revision changed. Reload before approving**.

Why it happens: Someone else saved a pay review on the same timesheet after you opened it.

What to do: Close the review window, open the timesheet again, read the new **Revision** and make your choice again.

Save pay review is greyed out.

Why it happens: It stays unavailable until you have typed a **Reason** and either chosen a **Pay item** other than **Keep configured selection** or added a break with **Allocate a recorded break**.

What to do: Do both, then choose **Save pay review**. If a message ever says **Record a reason for the pay selection or break allocation**., the **Reason** box is empty.

A message says **Confirm the staff assignment for this work date before selecting pay. or Pay selection must belong to the staff assignment and have compatible units and effective dates**.

Why it happens: The person has no single assignment on that day, or the **Pay item** you chose belongs to another level, uses another unit or was not in force on that day.

What to do: Check **Assignment history** on the **Staff assignment** part, then choose a **Pay item** from the person's assigned level that is in force on that day.

A message says **Manager changes are allowed only on submitted or returned timesheets**.

Why it happens: The timesheet is a draft that has not been submitted, or it is already approved.

What to do: Wait until the staff member submits the timesheet, or return it for changes. An approved timesheet cannot be changed.

A payroll export stops with **Approved earnings are incomplete or historically unknown**.

Resolve the outstanding decisions, or deliberately select approved hours only.

Why it happens: At least one approved timesheet in the period has unresolved pay.

What to do: Fix causes before approving next time. For this export you can tick **Export approved hours only (leave all monetary totals blank)** in the export window. See Approval and frozen interpretation.

Need more help?

Guides: bondibbyterobotics.com.au/guides | Support: support@bondibbyterobotics.com.au

*Screens show a demonstration organisation with made-up names and may differ slightly as BondiByte is updated.
Last reviewed 2 October 2026.*