Wage Protection System - FAQ

1.Does WPS Site compatible in all browsers?

WPS is best viewed in Google chrome and Mozilla Firefox.

2.How to register for WPS system ?

Go to the Asst.Labour Office of your area and give the essential details for registration like establishment name, establishment type, employer email id, employer mobile number, business type, employer salary paying bank details and other basic details.

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

Use the temporary username/registration number (ex:SH010030010009) as both username and password for first 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 the respective Asst. Labour Officer in your area. All details regarding employers are updated by that Office.

5.How to know my establishment details in WPS?

Go to menu 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.After entering the bank details of employees, how to update bank details of employees again?

Bank details of employees cannot be updated through employee details; it can be done only 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 delete an employee after he/she resigned or terminated?

Go to menu employee details and click the concerned 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 excel and upload it after choosing the wage type (eg: monthly). It will be uploaded and listed in the below table in wage upload.

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

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 like mismatch in calculation, how to solve this?

Calculation in excel should be tallied for the proper calculation in menu 'wage calculation'. for that amounts in columns Basic, DA, HRA, City compensation allowances should be added and the sum should be the Gross monthly wages.

The rest of the columns from 23 to 30 should be added and that sum should add 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 redirected 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. You can assign designation of number of employees together if they are of similar designation

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.Is editing 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 clicking on transfer salary, the OTP will be sent to your mobile number or 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. Make sure there is enough balance in employer bank account for debiting. (Banks may seek a mutual agreement between bank and employer before WPS transactions. So please speak with your bank which is already an enlisted bank in WPS)

20.Everything is done correctly and transaction has failed in bank?

Make sure your bank information is all correct like account number IFSC code etc. 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. Same bank transfer is fast and transfer on NEFT will be probably after some hours or next day. It depends.

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 successful 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