



Centers for Medicare & Medicaid Services

Internet Quality Improvement & Evaluation System (iQIES)

Payroll Based Journal (PBJ) Error Message Reference Guide

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Table of Contents

1.	Introduction _____	1
2.	Troubleshooting – iQIES Service Center _____	1
3.	Submission Error Messages for PBJ Data _____	2
4.	File Processing Error Messages for PBJ Data _____	3
5.	PBJ Error Messages _____	4

1. Introduction

This user guide addresses Payroll Based Journal (PBJ) error messages and troubleshooting.

2. Troubleshooting – iQIES Service Center

The iQIES Service Center supports users working within the various iQIES components: Survey and Certification (S&C), Patient Assessment, and Reporting.

Always attempt to determine the nature or source of a particular problem to contact the appropriate department for assistance and give detailed information about the issue.

For assistance accessing iQIES: Contact the iQIES Security Officer (SO) for your organization.

For technical support: Contact the iQIES Service Center:
Phone: 800-339-9313
email: iQIES@cms.hhs.gov

For more information on iQIES: Refer to the [iQIES Technical Support Office](#) (QTSO).
iQIES reference materials include:

- Links to Training Videos for Providers
- Quick Reference Guides
- Onboarding Guide
- Managing User Information

3. Submission Error Messages for PBJ Data

During the file submission process, iQIES displays a limited number of error messages. iQIES errors are detailed in [Step 5, PBJ Error Messages](#).

Additionally, you may experience error messages, warnings, or failures from other software or hardware components used in association with iQIES. For those situations you should refer to the appropriate vendor-provided documentation.

4. File Processing Error Messages for PBJ Data

The **PBJ Final Validation Report** is automatically generated within 24 hours of successful submission of a file. A file may include one or more records. The report details the errors, if any, in the submitted records within the file. Go to the **Reports** section in iQIES to view this report.

Each error is noted on the report by its numeric identifier and severity (**Fatal** or **Warning**). The report also includes a brief description of the error and notes the submitted item values that triggered the error.

Notes:

- Review the [iQIES Reports Guide](#) for more details on these reports.
- The **PBJ 3.0 Submitter Final Validation Report** must be requested by the user who submitted the file.
- Records with fatal errors will be rejected. All fatal errors in a record must be corrected and resubmitted.
- All warning errors should be reviewed and corrected if appropriate, to ensure the data uploaded is accurate and complete.
- Providers who submit files for multiple providers receive one **PBJ Final Validation Report** for each provider for which records were submitted in a file.
- Certain fatal errors in the submitted file or one of its records can prevent the system from creating and placing the automatically-generated **PBJ Final Validation Report** in the Provider's folder. To view these errors, the submitter can request the **PBJ Submitter Final Validation Report** in iQIES.

5. PBJ Error Messages

This section contains links to the PBJ Error Message Reference Guide. This guide lists the error messages in order by Error ID followed by Error Message. The severity and type of error message are shown. A type of error can help determine the solution.

The first four explanatory columns are followed by five additional columns explaining the potential cause, tips to correct the error, actions to take, and the last active date.

- [PBJ Error Messages \(Vendors\)](#)