

Paychex Payroll Submission Window

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Teamwork | All Paychex Customers

Teamwork automatically targets the pay period Paychex currently has open for entry. It doesn't let you choose which period — it sends to whatever Paychex reports as active. Once that period closes, Teamwork can't submit into it and returns "No unused pay period found." There's nothing to fix at that point — the period is gone and the account must manually enter the pay data batch.

Submit Before the Processing Date, Not Payday

The period is typically already closed for entry by the check date, so do not use payday as your deadline anchor. Use the Processing Date in Paychex Flex — that's the real cutoff. To find it:

The screenshot shows the Paychex dashboard for user Rory. At the top, there is a navigation bar with a menu icon, a notification bell, a user profile icon, an email icon, and a 'RP' icon with a '2' notification badge. Below the navigation bar, the user's name 'Rory' is displayed, along with a 'Manage Tiles' link. The main content area features a large greeting 'Good afternoon, Rory' and a prominent orange alert box titled 'Attention needed' with the sub-heading 'SSNs are missing'. The alert text states: '1 person's Social Security number needs to be added. These impact W-2s, tax filing, and more.' A button labeled 'Add Social Security numbers' is located within the alert box. Below the alert, there is a button that says 'Go to Employee Earnings Record'. The dashboard is divided into several sections:

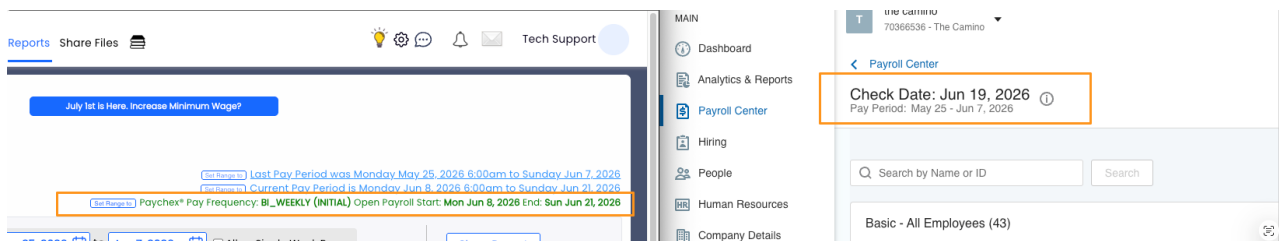
- Current payroll:** Shows the pay period 'May 25 - June 7, 2026'. A table lists the month 'JUN' and the date '19' with a 'Submit by Jun 17, 5 PM MT' deadline. A blue 'Resume' button is next to it. Below this, there is a link to 'View payment timing options' and a warning box about approving direct deposit changes.
- Analytics & Reports:** Includes 'Quick Reports' and 'Live Reports' buttons, and a 'Report library' section with a 'Find a report' link.
- Tasks:** Shows a single task with a green checkmark icon, labeled '1 Requires Action', with a 'View All' link below.
- Demographics:** Shows a 'Generation' section.

 A 'Refer a friend' button is also visible in a blue banner at the top left of the main content area.

1. In Paychex: Log in and go to the Payroll Center or Payroll Overview dashboard.
2. Select the upcoming pay period – the Processing Date shown is your submit-by date.
3. Alternatively, check the Calendar/Schedule tab to see all upcoming payroll deadlines at once.

Two Things to Watch

- Late submission: If a customer receives the error "No unused pay period found," the period has closed. The fix is forward-looking: submit the current open period on time. Past periods cannot be reopened from Teamwork.
- Period transition zone: In the first days of a new period, both the old and new period can briefly appear active. If dates look incorrect, have the customer confirm that the period shown in Teamwork ("Open Payroll Start / End") matches what they intend to pay before submitting.
- Payroll date sync: From the Teamwork payroll reports tab, the dates will match the open cycle in Paychex, but the data still will not send if past the Submit by date



What to Tell Customers

"When you submit payroll to Paychex, make sure it's before the Processing Date shown in Paychex Flex – not payday. Once the period closes, Teamwork won't show an error, so it can look like the submission went through when it actually didn't. If you are not seeing your employees hours and tips in Paychex pay data grid, check that the period was still open when you submitted. Going forward, use the Processing Date as your deadline."