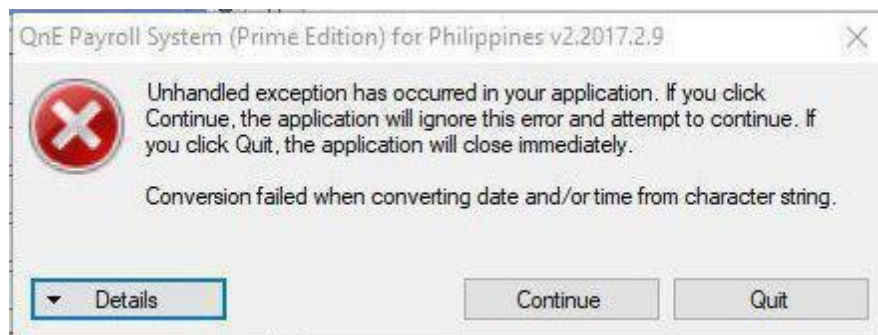




## HOW TO RESOLVE 'CONVERSION FAILED WHEN CONVERTING DATE AND/OR TIME FROM CHARACTER STRING' IN QNE PAYROLL

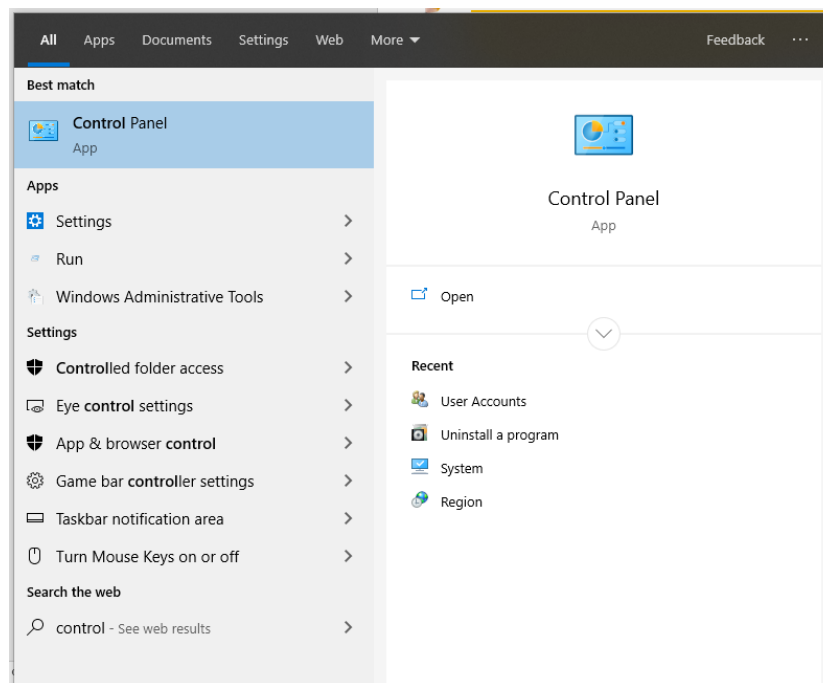
### Problem Scenario:

During system navigation, user encounter the error below

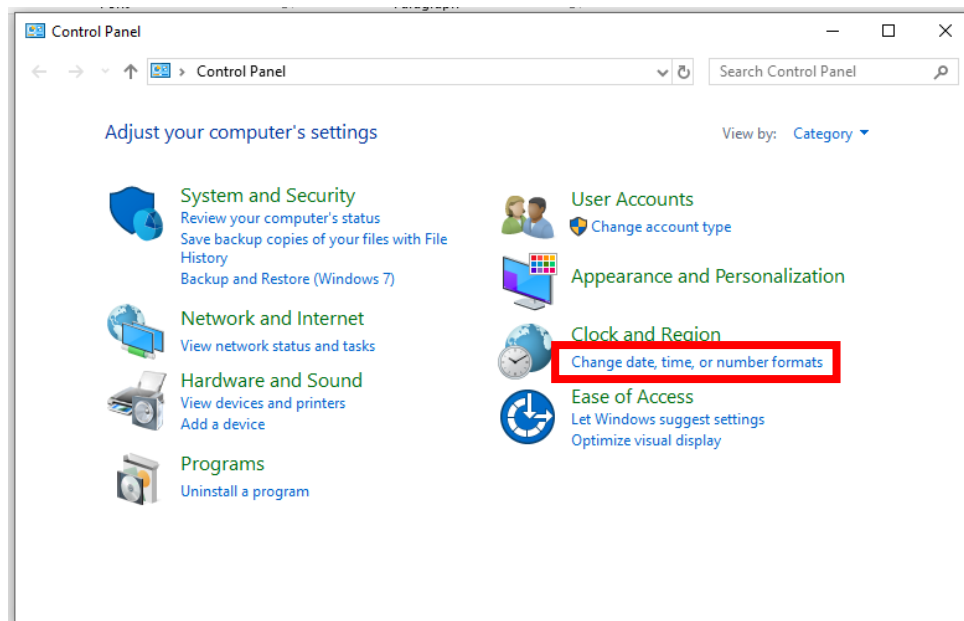


### Resolution(s):

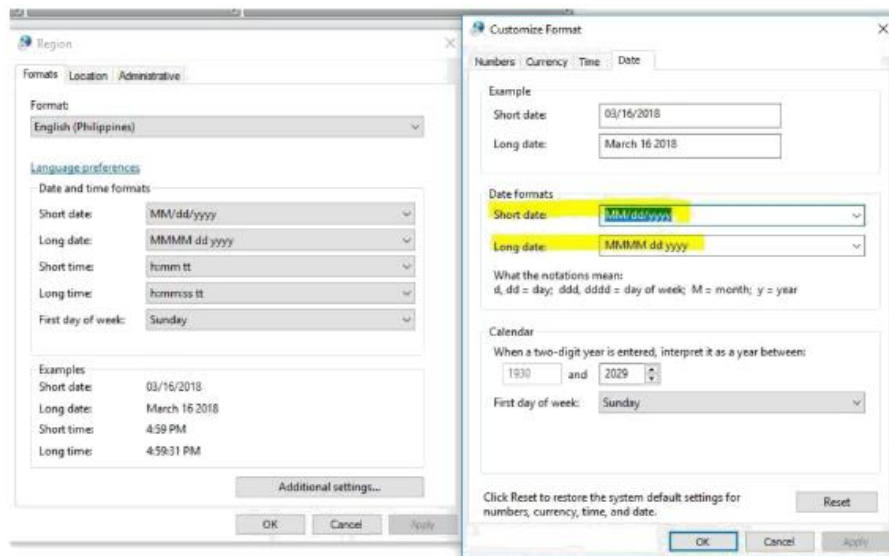
Go to Start > Control Panel



Go to Change date, time, or number formats



Change date format to the **MM/dd/yyyy** for Short date and **MMMM/dd/yyyy** for Long date then Apply. Try to logout, then login again.



**NOTE:**



For further concerns regarding this matter, please contact support to assist you or create ticket thru this link <https://qnesupportph.freshdesk.com>