QUICK REFERENCE GUIDE:

Review & Resolve Employee Mismatches

Background:

When payrolls transition to the phase *Under Agency Review,* the system checks all payroll employees from the submitted payroll and compares them against reference employees. Reference employees exist in AWP from payroll previously submitted and are managed by DOL's review and resolution of mismatches. Every time a mismatch occurs a notification is sent to all Users with the role of *DOL Analyst User*. Mismatches can be accessed by logging into AWP and clicking the link in this notification to review and resolve the mismatch. The instructions below assume you are navigating to the mismatch from the dashboard. If you are beginning this process by clicking the link in the notification, begin at step 3.

Roles:

DOL Analyst User

Navigation:

Civil Rights & Labor > Unapproved Payrolls

1. To see all unapproved payrolls in the quick search box, hit **Enter.**
2. To navigate to a specific contract payroll record, begin entering the DOT Contract ID or Vendor ID into the quick **Search** field. Click the **Contract ID** link to open the Payroll record you want to review.
3. Scroll down to the Employee Mismatches component and click the **No** link under *Rslvd Ind.*
4. Scroll down to the *Employee Mismatch Resolution* collapsible.
5. If not already selected, select the **Reference Employee** from the drop-down on the right. This is the reference employee that the payroll employee should be compared to.
6. Review the highlighted area showing the difference between the left column *Payroll Employee* (the employee submitted on this payroll) and the right column *Reference Employee* (the employee already loaded into the system on a previous payroll.)

If the contractor has entered incorrect employee information on the submitted payroll (right) and needs to resubmit with corrected information:

7. Scroll up to the required **Resolution Comments** field and enter clear comments for the Contractor to correct their payroll (i.e. Incorrect SSN entered for John Smith, correct and resubmit.)
8. Click **Save.**
9. Click the **Status** quick link at the top of the page.
10. Within the **Exceptions** Collapsible, locate the Payroll Exception for the Employee Mismatch (exception #47) and expand it.
11. Check the **Vendor Notified** box.
12. Click **Save.**

If the contractor has submitted correct information but the reference employee record needs to be updated:

7. Scroll up to the required **Resolution Comments** field.
8. Provide comments that allow DOT staff to understand the exception has been resolved (Suggestion: *Exception Resolved. Up to DOT to Review for Approval*).

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9. Click **Save**.
10. Select the **Update** button under the reference employee name. This will update the reference employee with the information from the submitted payroll (you will receive a message next to the update button that the reference employee details have been updated successfully).
11. Click **Save.**

If the system is comparing the submitted payroll employee against a reference employee that is a different person all together:

7. When Payroll Employee details (left column) are similar to the Reference Employee (right column) but this is a new unique employee record, click the **New** button for Payroll Employee (left column).

Rerunning Payroll Exceptions

If a contractor has submitted multiple payrolls and mismatch exceptions for the same employees have been flagged on all of them, after you resolve the first payroll's mismatches, rerunning the payroll exception process will remove the exceptions from the other payrolls.

1. From the Resolve Employee Mismatches area, or the Certified Payroll Status page, click the **Component Actions Menu**.
2. Select **Rerun Payroll Exception Rules.**
3. From the modal window select all payrolls to rerun the payroll exception process. A green checkbox will appear for each payroll that is selected. Click **Rerun Payroll Exception Rules**.
4. This process may take a few minutes to complete. Optional: If you want to confirm the process is complete you can navigate to the **Global Actions Menu** and click **Open Process History**. Click the System Process History and look for a *Yes* under success for the process *RerunPayrollExceptionProcess*.
5. Spot check the payroll the exception process was re-run on to make sure the mismatch exceptions no longer appear.

Next Steps:

N/A