



QUICK REFERENCE GUIDE:

Employee Mismatches Explained

What are Payroll Employee Mismatches and how do they occur?

When a payroll is signed by a contractor, it transitions from the phase *Initial* to the phase *Under Agency Review*. When a prime review is completed for a subcontractor payroll the status changes from *Under Prime Review* to *Under Agency Review*. When the phase changes to *Under Agency Review* the system checks all payroll employees on the submitted payroll against reference employees in the system. Reference employees are created based on previously submitted payroll. Reference employees exist in AWP and are managed by DOL's review and resolution of employee mismatches.

DOL receives a notification every time a mismatch exception occurs and must address all Employee Mismatches (*Exception #47*) before DOT can approve or reject the payroll. DOL employees are the only ones who can address mismatch exceptions because DOT is contractually unable to see Personally Identifying Information (PII) for the contractor. Flagging these exceptions extends the review period for the payroll they are flagged on because more people must review the payroll prior to approval or rejection.

How to avoid Employee Mismatches on Payroll:

Limiting the mismatch exceptions flagged will likely cut down on the time it takes for a payroll to be reviewed. When using the employee payroll spreadsheet, make sure that the employee tab contains the exact same employee information across all spreadsheets used by your company's payroll staff. An initial template should be created with all of the employee information entered, and that spreadsheet file should be copied and distributed amongst payroll staff to be used for unique contracts.

When entering employees manually in AWP, use the option *Add Ref Employee*. Choosing a reference employee will auto-populate that employee's basic information using the reference employee information in the system and leave only the wage and hours worked information to be updated for the current pay period.

Employee Mismatches Examples:

AASHTOWare will display the mismatch to the Agency with a Payroll Exception Description on the Payroll Status Page:

Rslvd Ind	Must Be Resolved	Pyrl Except Type
<input type="checkbox"/> No	<input checked="" type="checkbox"/> Yes	Employee
Payroll Exception Description		
<p>Vendor ID 'VC036934', Contract ID 'CONTRACT XYZ', Payroll Number '6', Modification Number '0', Payroll Employee 'Bob Builder': Exception #47: Payroll Employee Bob Builder has matching employee details with Employee RefEmployeeFullName; Change Indicator on Payroll Employee is False; The decision whether this Payroll Employee matches this Employee or whether this Payroll Employee is a new Employee is left to the user.</p>		

If you need further assistance, please contact your Module Admin

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Mismatching employee information that will cause a mismatch Exception to be flagged:

- SSNs
- First and Last names
- Middle initials (when different or added or removed)
- Address information
- Uppercase vs. lowercase

The differences are flagged in yellow. The below example shows a mismatch exception flagged due to differences between the payroll currently being submitted (on the left) and the reference employee information (on the right) in the First Name, Last Name, and Social Security Number for this employee.

Payroll Employee Mismatch	
Payroll Employee	Reference Employee
<input type="button" value="New"/>	<input type="text" value="bob builder"/> <input type="button" value="Update"/>
First Name Bob	First Name bob
Middle Initial	Middle Initial
Last Name Builder	Last Name builder
Gender Male	Gender Male
Ethnic Group CAUC - CAUCASIAN	Ethnic Group CAUC - CAUCASIAN
Social Security Number 555-55-5545	Social Security Number 555-55-5554

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The below example shows that a mismatch exception has been flagged due to a difference between the payroll submitted (on the left) and the reference employee information (on the right) in the First Name, Middle Initial, and Last Name for this employee.

▼ Payroll Employee Mismatch

Payroll Employee	Reference Employee
<input type="button" value="New"/>	<input type="text" value="bob builder"/> ▼
<input type="button" value="Update"/>	
First Name Bob	First Name bob
Middle Initial T	Middle Initial
Last Name Builder	Last Name builder
Gender Male	Gender Male

What does DOL do when a mismatch exception is flagged?

DOL has three options when a mismatch exception is flagged. They can **Update**: this means that they update the reference employee information with the information submitted on the payroll for that employee (in the above example this would mean the reference employee would be updated to: Bob T Builder). DOL can create a **New** employee: this option is rarely used and only really happens in cases where employees share the same name, but are different people with different SSNs (a common example is when there is a father and son both working with the same name and occasionally the same address). DOL can **Recommend Rejection**: DOL will enter comments into the Resolutions Comments field and recommend the payroll be rejected when the SSN is unable to be verified or when they have noticed other incorrect data has been entered (for example: entering PO Boxes, or rural addresses, which violates Alaska State Statute, or obvious misspellings, incorrectly entered names or inaccurate SSNs).

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