



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 against reference employees in the system. 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 *DOL Analyst*. Mismatches can be accessed by clicking the link in this notification (and logging into AWP) to review and resolve the mismatch. The below instructions assume you are navigating to the mismatch from your 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 box. Click the **Contract ID** link to open the Payroll record you want to review.
3. Scroll down to the Employee Mismatches component and click **No** link under *Rslvd Ind*
4. Scroll down to the *Payroll Employee Mismatch* collapsible
5. Select the **Reference Employee** from the drop down that the submitted payroll should be compared to.
6. Review the highlighted area showing the difference between the new employee on the submitted payroll (left column) and the Reference Employee already loaded into the system (right column) on a previous payroll

If the contractor has entered incorrect employee information on the submitted payroll and need 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
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)
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*)
9. 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 an on-screen message that the reference employee details have been updated successfully)
10. 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).

If you need further assistance please contact your Module Admin

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