Definition:

- **Missed Pay**: Hours or earnings that were due but not paid to the employee.

**Scenario 1**: A monthly employee has a hire date of 1/1/2019, but the employee's record is not created/updated until 3/1/2019. Due to the late entry of their job data, the employee has not been paid for January or February. This would be considered missed pay because they employee is missing payment on those hours for the previous months. This situation will not trigger the retro module as there are no prior checks in the system to calculate off of. A Service Now request would need to be submitted to Central Payroll for the employee’s missing hours. In this case a regular earn code would be used.

**Scenario 2**: A monthly employee has been on a short work break/unpaid leave of absence since 1/15/2019 and returned on 2/1/2019 but their job record was not updated until 2/28/2019. The employee would have missed payment for the month of February since the update occurred after the pay confirm process. The employee is now due missing hours for February; this situation will not trigger the retro module as there is no check for February in the system to calculate off of. A Service Now request would need to be submitted to Central Payroll for the employee’s missing hours. In this case a regular earn code would be used.

**Scenario 3**: A bi-weekly employee has switched to a monthly position effective 2/23/19 but their job record was not updated until 2/25/19. The employee would be paid as a bi-weekly up through 2/23/19. The next payroll they would be paid out under would be as a monthly for 3/1/19-3/31/19. The employee would not receive a paycheck for 2/24/19-2/28/19 due to when their job data was updated and their pay group change. A Service Now request would need to be submitted to Central Payroll for the employee’s missing hours from 2/24/19-2/28/19 as this will not pick up within the retro module. In this case a regular earn code would be used.

**Scenario 4**: A monthly employee has switched to a bi-weekly position effective 3/1/2019 but their job record was not updated until 3/15/19. Due to the delayed entry, the hours from 3/1/19-3/9/19 were unable to be processed since the employee was still marked as a monthly in the system. The next payroll they would be paid out under would be as a bi-weekly for 3/10/19-3/23/19, however, due to the late update they are missing hours from 3/1/19-3/9/19. A Service Now request would need to be submitted to Central Payroll for the employee’s missing hours. In this case a regular earn code would be used.

**Scenario 5**: A bi-weekly employee’s hours were not submitted for any number of reasons. This situation will not trigger the retro module as there are no prior checks in the system to calculate off of. A Service Now request would need to be submitted to Central Payroll for the employee’s missing hours. In this case a regular earn code would be used.

**Scenario 6**: A bi-weekly employee is hired into the system late as seen in scenario #1. The same steps would need to be followed. A Service Now request would need to be submitted to Central Payroll for the employee’s missing hours. In this case a regular earn code would be used.

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