



Department  
for Education

# **COLLECT Matching and reconciliation**

## **Guidance for local authorities**

**October 2017**

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## Background

Matching and reconciliation (M&R) allows local authorities who have schools with multiple uploads to merge the data, thereby creating one return only per school.

You only need to complete matching and reconciliation if you have uploaded data from two separate sources, for instance staff information from the Management information system (MIS) and pay details from your HR system.

No data should be amended within the system until M&R has been completed.

There are four stages to this process:

- Run matching
- Resolve matching
- Run reconciliation
- Resolve reconciliation

# Matching

Matching is the first part of the M&R process and is concerned with identifying and matching the data at staff member level. Staff members will only be matched using a predefined set of business rules (for more details please refer to [Business & Technical Specification](#)). Using these rules the majority of the staff workforce members' records will be automatically matched. A few will need to be matched manually as some of the key identifying fields vary and the system cannot be certain that two or more records represent the same person.

Returns for a school should have a status of 'Submitted' in order for matching to be run.

To run matching, go to the source page and select the 'Run Matching' button

The screenshot shows a 'Performance summary' table with columns: Expected (4), Outstanding (2), Submitted (2), Approved (0), Authorised (0), and E (83). Below it is a 'Sources' table with columns: Source ID, Source Name, Status, SubmittedDate, ApprovedDate, AuthorisedDate, Queue, Errors, and Queries. The 'Run Matching' button in the bottom right of the interface is circled in red.

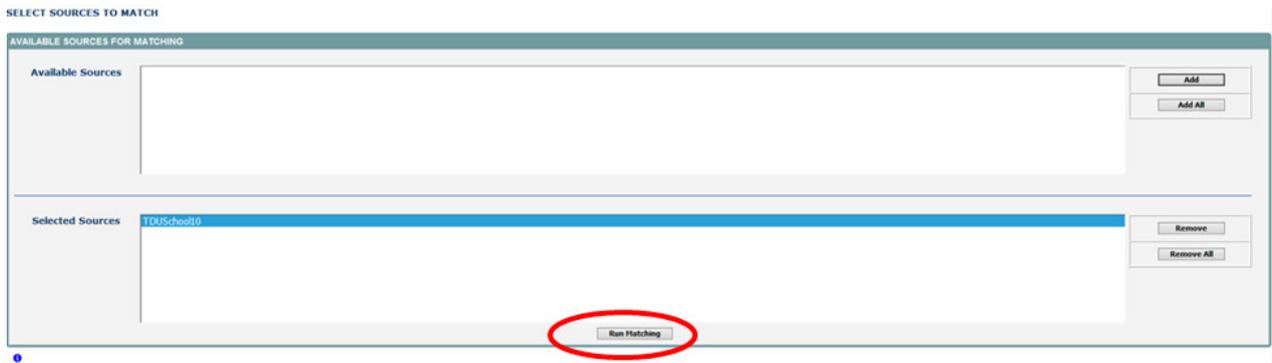
Expected	Outstanding	Submitted	Approved	Authorised	E
4	2	2	0	0	83

Source ID	Source Name	Status	SubmittedDate	ApprovedDate	AuthorisedDate	Queue	Errors	Queries
520	SA Test LA Open	No_Data					0	0
5201001	SA Test School 1	Submitted	16/08/2017				34	36
5201002	SA Test School 2	No_Data					0	0
5201003	SA Test School 3	Amended_by_agent	16/08/2017				49	41

A list of schools with multiple returns will be displayed. Highlight the school or schools that you want to run matching against and select the 'add button'.

The screenshot shows the 'Matching' interface with a section titled 'SELECT SOURCES TO MATCH'. Underneath is 'AVAILABLE SOURCES FOR MATCHING' with a list of 'Available Sources' containing 'SA Test School 19'. The 'Add' button next to it is circled in red. Below this is a 'Selected Sources' box which is currently empty. At the bottom of the interface is a 'Run Matching' button.

This will move the highlighted schools to the 'selected sources' box below.



Then select the 'run matching' button.

By selecting this button you will have started the matching process for the return(s). You will then be returned to the source screen and the matching process will be queued. The status of the return will allow you to see the stage the return is at in the process. You may want to refresh your screen at this point.

## Status of return during matching process

Awaiting\_matching - the return has been marked ready for matching but is still in a queue waiting for the matching process to start.

Matching\_in\_progress - this is when the matching is actually being completed on that return. While the return has this status then a user cannot view or edit that return.

Matching\_failed - this is when the matching process has failed to complete. In these cases then matching will need to be rerun.

Amended\_by\_agent - the matching has been completed and is now ready for the user to check whether a records need to be manually matched.

## Rules for matching

Please refer to the [Business & Technical Specification](#) for more detail on the rules used for producing the matches. Matching will be performed at staff details level, for instance, identifying whether the staff members are the same individual or could be the same individual. There are two levels of matching, automatic and manual.

Automatic matches – no manual intervention is required, the record will be marked as a match and resolved.

Potential matches – will need to be manually matched.

No match identified – there are no matching records.

## Resolve matching

The screenshot displays a web application interface for managing returns. At the top, there is a 'Performance summary' table with columns for Expected, Outstanding, Submitted, Approved, Authorised, and Errors. Below this is a 'Sources' table with columns for Source ID, Source Name, Status, SubmittedDate, ApprovedDate, AuthorisedDate, Queue, Errors, and Queries. The 'Resolve Matching' button is highlighted with a red circle.

Expected	Outstanding	Submitted	Approved	Authorised	E
4	2	2	0	0	83

Source ID	Source Name	Status	SubmittedDate	ApprovedDate	AuthorisedDate	Queue	Errors	Queries
520	SA Test LA Open	No_Data					0	0
5201001	SA Test School 1	Submitted	16/08/2017				34	36
5201002	SA Test School 2	No_Data					0	0
5201003	SA Test School 3	Amended_by_agent	16/08/2017				49	41

Once the matching has been run and 'amended\_by\_agent' is shown as the status, you will need to resolve any records not automatically matched. Click on the 'resolve matching' button to run this.

## Automatic matches

The example below shows where there are three records which can be automatically matched as they match on a number of 'key' fields.

For the highlighted teacher (teacher one) the table below shows the teacher number is different, but the NI number, family name and DOB all match. This will result in one individual going through to reconciliation rather than two.

Automatic Matches No of Automatic Matches: 1

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**AUTOMATICALLY MATCHED DATA ITEMS**

First record in set	No of records in set
TEACHER, THREE - 08/03/1963	2

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**MATCHES FOR THIS DATA ITEM**

Result	Teacher Number	Family Name	Given Name(s)	Former Family Name(s)	Date of Birth	Gender	NI Number	LA No	Estab No	Software Code	Source Level
Match - 1	456159	TEACHER	THREE		08/03/1963	Female	PP000000P	520	1001	MIS_Test	School
Match - 1	456159	Teacher	Three		08/03/1963	Female	PP000000P	520	1001	SWF Convertor	School

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The user does not have to take any action on these matches unless they do not want them to be a match.

Automatic Matches No of Automatic Matches: 1

---

**AUTOMATICALLY MATCHED DATA ITEMS**

First record in set	No of records in set
TEACHER, THREE - 08/03/1963	2

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---

**MATCHES FOR THIS DATA ITEM**

Result	Teacher Number	Family Name	Given Name(s)	Former Family Name(s)	Date of Birth	Gender	NI Number	LA No	Estab No	Software Code	Source Level
Match - 1	456159	TEACHER	THREE		08/03/1963	Female	PP000000P	520	1001	MIS_Test	School
Match - 1	456159	Teacher	Three		08/03/1963	Female	PP000000P	520	1001	SWF Convertor	School

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If user decides that these are in fact not a match, they can change the result from 'Match - 1' to 'No match'. To do this use the 'flip all match results' button or change each line by selecting from the 'result' column, then select the 'update matches'. This will result in two workforce members going through to reconciliation rather than one.

## Manual matches

If there are records which match on a few of the key identification fields but not enough, they will be identified in the 'manual matches - unresolved'. COLLECT does not know whether to treat them as one person or not so the user has to resolve these, please see example below.

Select match type: Manual Matches - Unresolved

Manual Matches - Unresolved No of Unresolved Manual Matches: 2

DATA ITEMS THAT REQUIRE MANUAL MATCHING	
First record in set	No of records in set
TEACHER, - 08/05/1963	2
TEACHER, FOUR - 04/06/1963	2
Page 1 of 1	

POTENTIAL MATCHES FOR THIS ITEM											
Result	Teacher Number	Family Name	Given Name(s)	Former Family Name(s)	Date of Birth	Gender	NI Number	LA No	Estab No	Software Code	Source Level
Match - 1	70456	TEACHER	Two		08/05/1963	Female	VV000000V	520	1001	MIS_Test	School
Match - 1	70456	Teacher	Two		04/06/1963	Female	VV000000V	520	1001	SWF_Convertor	School

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If these are the same person then select 'update matches' and they will be treated as one individual. If the user selects 'flip all match results' button and sets them to 'no match' then they will be treated as two non-matching individuals.

# Reconciliation

The aim of reconciliation is to allow the system to decide how to process more than one set of data for a school. It considers which records should be merged and which kept separate. Data reconciliation will be performed automatically using a set of predefined business rules (Please refer to [Business & Technical Specification](#)). There is also a requirement for manual reconciliation where data differences across records cannot be resolved automatically.

Unlike matching, which is just done at workforce member level, reconciliation is carried out at record level.

To run reconciliation select the 'run reconciliation' button from the agent screen. Schools will only be included in the list if the following criteria are met; they have more than one return, matching has been run and manual matches have been resolved.

The screenshot shows the 'MY SOURCES' interface. At the top, there are filter fields for Name, Native ID, Status, Org Group, and Queue. Below this is a 'Performance summary' table:

Expected	Outstanding	Submitted	Approved	Authorised	Error	
					E	Q
4	2	2	0	0	83	77

Below the summary is a table of sources:

Source ID	Source Name	Status	SubmittedDate	ApprovedDate	AuthorisedDate	Queue	Errors	Errors	Queries	OK
520	SA Test LA Open	No_Data					0	0	0	0
5201001	SA Test School 1	Amended_by_agent	16/08/2017				34	36	0	0
5201002	SA Test School 2	No_Data					0	0	0	0
5201003	SA Test School 3	Amended_by_agent	16/08/2017				49	41	0	0

At the bottom of the interface, there are several buttons. The 'Run Reconciliation' button is circled in red.

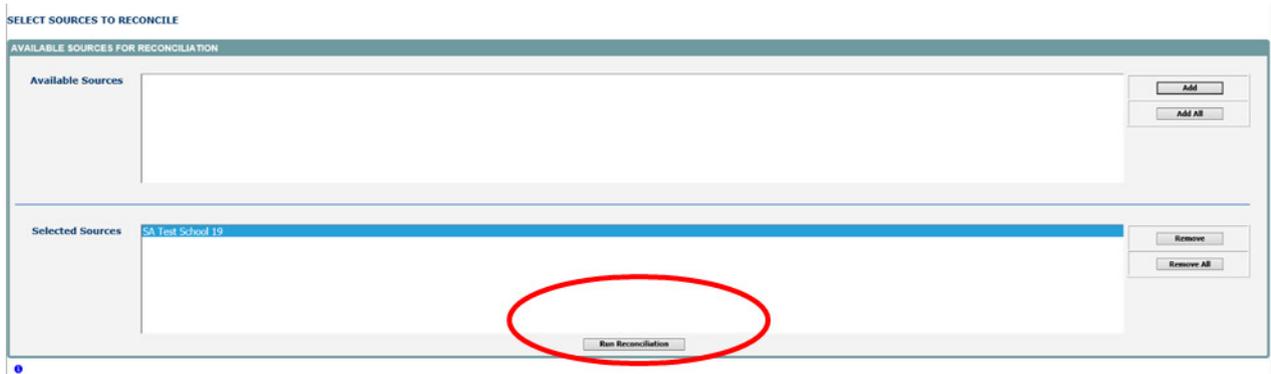
If the return has a status of 'matching\_failed', then matching will have to be rerun before reconciliation can begin.

## Reconciliation (running)

Once all the manual matches on a return have been resolved then the user can go on and run reconciliation against that return.

One or a number of schools can be queued for reconciliation by moving them to the 'selected sources' box and then select the 'run reconciliation'.

The screenshot shows the 'SELECT SOURCES TO RECONCILE' interface. It has two main sections: 'AVAILABLE SOURCES FOR RECONCILIATION' and 'SELECTED SOURCES'. In the 'AVAILABLE SOURCES' section, 'SA Test School 19' is listed. A red circle highlights the 'Add' button next to it. In the 'SELECTED SOURCES' section, there are 'Remove' and 'Remove All' buttons. At the bottom of the interface, there is a 'Run Reconciliation' button.



This will start the reconciliation process which will now run in the background and will be queued. It may complete that day or, depending on the number of schools running the reconciliation process and the data contained within the files, it may complete the following day. Use the status of the return to identify whether reconciliation has been run successfully or not.

Awaiting\_reconciliation - the return has been placed in the reconciliation queue but reconciliation has not yet been completed.

Reconciliation\_in\_progress - the return has reached the top of the reconciliation queue and is currently being reconciled.

Reconciliation\_failed - shows that there has been an error during the reconciliation process. This can be caused because the return has been edited after matching and prior to reconciliation. Please note you will need to re-upload both files and rerun the matching process.

Amended\_by\_agent - the reconciliation has been completed and is now ready for the user to check whether all records have been automatically reconciled or whether some need to be manually reconciled

While the process of reconciliation is being carried out then the user will not be able to add/edit/delete that return however the user can work on the other returns for that local authority.

## Resolve reconciliation

Once reconciliation has been run and the 'amended\_by\_agent' is shown as the status, you will need to resolve any records not automatically reconciled. Click on the 'resolve reconciliation' button to run this.

MY SOURCES									
Filter By:		Name	Native ID	Status	Org Group	Queue			
<b>Performance summary</b>									
Expected	Outstanding	Submitted	Approved	Authorised	Error				
4	2	2	0	0	E	Q			
							83	77	
<b>Sources</b>									
Source ID	Source Name	Status	SubmittedDate	ApprovedDate	AuthorisedDate	Queue	Errors	Queries	OK
520	SA Test LA Open	No_Data					0	0	0
5201001	SA Test School 1	Amended_by_agent	16/08/2017				34	36	0
5201002	SA Test School 2	No_Data					0	0	0
5201003	SA Test School 3	Amended_by_agent	16/08/2017				49	41	0

## Reconciliation business rules

To combine multiple records, the COLLECT system uses defined business rules (please refer to the [Business & Technical Specification](#)) to determine when these can be reconciled automatically and when they have to be reconciled manually.

When the status returns to 'amended\_by\_agent', the user needs to check the results of the reconciliation. To access results of the reconciliation, select the 'resolve reconciliation' button. The following screen will appear and you have the choice of checking the 'reconciled records' or the 'unreconciled records'.

**Manual Reconciliation**

**SA Test School 1**

Select reconciliation type: Reconciled Records Unreconciled Records

Select record type: SchoolWorkforceMember (1)

Reconciled records – no action is required as these are records that COLLECT has been able to automatically reconcile. The number in brackets is the number of records which were reconciled.

Unreconciled records – are records that cannot be resolved using the predefined business rules. In these cases, the user has to make decisions as to which data should be included in the master record.

Select reconciliation type: Unreconciled Records

Select record type: SchoolWorkforceMember (1)

**Unreconciled SchoolWorkforceMember Records**

SCHOOLWORKFORCEMEMBER DETAILS							
Software Code	Source Level	TeacherNumber	PersonFamilyN	GenderCurrent	PersonBirthDate	Ethnicity	
MIS_Test	School		TEACHER	XX00000X	Female	04/06/1963	WOTH - An

The user should work down the list of 'record types', reconciling the school workforce members first, then the given name, the contractor service and so on.

Below is an example of a workforce member that needs to be manually reconciled. The bottom half of the screen shows a member record, where some of the information is the same and some differs. The different fields are gender and ethnicity.

Select reconciliation type: Unreconciled Records

Select record type: SchoolWorkforceMember (1)

Unreconciled SchoolWorkforceMember Records No of Unreconciled Records: 1

SCHOOLWORKFORCEMEMBER DETAILS											
Software Code	Source Level	TeacherNumber	PersonFamilyName	NINumber	GenderCurrent	PersonBirthDate	Ethnicity	Disability	QTStatus	HLTASStatus	QTSRoute
MIS_Test	School		TEACHER	XX000000X	Female	04/06/1963	WOTH - Any Other White Background	No	True	False	

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PARENT MASTER RECORD (SOURCE)							
Software Code	Source Level	Estab	SoftwareCode	Release	SerialNo	DateTime	LA
N/A	N/A	1001	COLLECT System		1	05/10/2017 11:13:32	School

POSSIBLE SOURCES FOR MASTER RECORD											
Software Code	Source Level	TeacherNumber	PersonFamilyName	NINumber	GenderCurrent	PersonBirthDate	Ethnicity	Disability	QTStatus	HLTASStatus	QTSRoute
MIS_Test	School	122937	TEACHER	XX000000X	Female	04/06/1963	WOTH - Any Other White Background	No	True	False	
SWF Converter	School	122937	TEACHER edited	XX000000X	Male	04/06/1963	WBI - White - British	No	True	False	
			TEACHER	XX000000X	Female	04/06/1963	WOTH - Any Other White Background	No	True	False	

Update Master

By selecting from the drop down options for these fields, the user can select the values that will be included in the 'COLLECT master record' and select the 'update master' button to save those selections.

Select reconciliation type: Unreconciled Records

Select record type: SchoolWorkforceMember (1)

Unreconciled SchoolWorkforceMember Records No of Unreconciled Records: 1

SCHOOLWORKFORCEMEMBER DETAILS											
Software Code	Source Level	TeacherNumber	PersonFamilyName	NINumber	GenderCurrent	PersonBirthDate	Ethnicity	Disability	QTStatus	HLTASStatus	QTSRoute
MIS_Test	School		TEACHER	XX000000X	Female	04/06/1963	WOTH - Any Other White Background	No	True	False	

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PARENT MASTER RECORD (SOURCE)							
Software Code	Source Level	Estab	SoftwareCode	Release	SerialNo	DateTime	LA
N/A	N/A	1001	COLLECT System		1	05/10/2017 11:13:32	School

POSSIBLE SOURCES FOR MASTER RECORD											
Software Code	Source Level	TeacherNumber	PersonFamilyName	NINumber	GenderCurrent	PersonBirthDate	Ethnicity	Disability	QTStatus	HLTASStatus	QTSRoute
MIS_Test	School	122937	TEACHER	XX000000X	Female	04/06/1963	WOTH - Any Other White Background	No	True	False	
SWF Converter	School	122937	TEACHER edited	XX000000X	Male	04/06/1963	WBI - White - British	No	True	False	
			TEACHER	XX000000X	Female	04/06/1963	WOTH - Any Other White Background	No	True	False	
			TEACHER	XX000000X	Female	04/06/1963	WBI - White - British	No	True	False	

Update Master

Once all of the reconciliations have been updated for the first option in the drop down, it will show zero in the select record type box and there will be no further options on the screen. Using the drop down function the user can select the next record type.

SA Test School 1

Select reconciliation type: Unreconciled Records

Select record type: SchoolWorkforceMember (0)

Unreconciled SchoolWorkforceMember Records No of Unreconciled Records: 0

SCHOOLWORKFORCEMEMBER DETAILS											

PARENT MASTER RECORD							

POSSIBLE SOURCES FOR MASTER RECORD											

No Records

There are no records of this type for this data return

In the next example there are two given name entries for the workforce member. The middle part of the screen provides details of the workforce member, the bottom part of the screen show the two given name records.

Select reconciliation type: Unreconciled Records  
 Select record type: GivenName (1)

Inreconciled GivenName Records No of Unreconciled Records: 1

SCHOOLWORKFORCEMEMBER DETAILS												
Software Code	Source Level	TeacherNumber	PersonFamilyName	NINumber	GenderCurrent	PersonBirthDate	Ethnicity	Disability	QTStatus	HLTASStatus	QTSRoute	
COLLECT System	School	789456	TEACHER	VV000000V	Female	08/05/1963	WOTH - Any Other White Background	No	True	False		

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PARENT MASTER RECORD (SCHOOLWORKFORCEMEMBER)												
Software Code	Source Level	TeacherNumber	PersonFamilyName	NINumber	GenderCurrent	PersonBirthDate	Ethnicity	Disability	QTStatus	HLTASStatus	QTSRoute	
COLLECT System	School	789456	TEACHER	VV000000V	Female	08/05/1963	WOTH - Any Other White Background	No	True	False		

POSSIBLE SOURCES FOR MASTER RECORD			
Copy to COLLECT Master	Software Code	Source Level	PersonGivenName
<input type="button" value="Copy to COLLECT Master"/>	SWF Converter	School	Two
<input type="button" value="Copy to COLLECT Master"/>	MIS_Test	School	TOO

First Given Name - please add any additional given names in the correct order from above prior to updating this record

The user can either save both entries to 'COLLECT master' by first selecting the 'copy to COLLECT master' button to save one entry. Then select the 'update master' to save the second entry.

Select reconciliation type: Unreconciled Records  
 Select record type: GivenName (1)

Inreconciled GivenName Records No of Unreconciled Records: 1

SCHOOLWORKFORCEMEMBER DETAILS												
Software Code	Source Level	TeacherNumber	PersonFamilyName	NINumber	GenderCurrent	PersonBirthDate	Ethnicity	Disability	QTStatus	HLTASStatus	QTSRoute	
COLLECT System	School	789456	TEACHER	VV000000V	Female	08/05/1963	WOTH - Any Other White Background	No	True	False		

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PARENT MASTER RECORD (SCHOOLWORKFORCEMEMBER)												
Software Code	Source Level	TeacherNumber	PersonFamilyName	NINumber	GenderCurrent	PersonBirthDate	Ethnicity	Disability	QTStatus	HLTASStatus	QTSRoute	
COLLECT System	School	789456	TEACHER	VV000000V	Female	08/05/1963	WOTH - Any Other White Background	No	True	False		

POSSIBLE SOURCES FOR MASTER RECORD			
Copy to COLLECT Master	Software Code	Source Level	PersonGivenName
<input type="button" value="Copy to COLLECT Master"/>	SWF Converter	School	Two
<input type="button" value="Copy to COLLECT Master"/>	MIS_Test	School	TOO

First Given Name - please add any additional given names in the correct order from above prior to updating this record

The result of this is that the workforce member will have two given name records in the master COLLECT return.

If only one given name entry is to be included in the master COLLECT return, then select the entry from the 'person given name' drop down list and the select 'update master' button.

Select reconciliation type: Unreconciled Records  
 Select record type: GivenName (1)

Inreconciled GivenName Records No of Unreconciled Records: 1

SCHOOLWORKFORCEMEMBER DETAILS												
Software Code	Source Level	TeacherNumber	PersonFamilyName	NINumber	GenderCurrent	PersonBirthDate	Ethnicity	Disability	QTStatus	HLTASStatus	QTSRoute	
COLLECT System	School	789456	TEACHER	VV000000V	Female	08/05/1963	WOTH - Any Other White Background	No	True	False		

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PARENT MASTER RECORD (SCHOOLWORKFORCEMEMBER)												
Software Code	Source Level	TeacherNumber	PersonFamilyName	NINumber	GenderCurrent	PersonBirthDate	Ethnicity	Disability	QTStatus	HLTASStatus	QTSRoute	
COLLECT System	School	789456	TEACHER	VV000000V	Female	08/05/1963	WOTH - Any Other White Background	No	True	False		

POSSIBLE SOURCES FOR MASTER RECORD			
Copy to COLLECT Master	Software Code	Source Level	PersonGivenName
<input type="button" value="Copy to COLLECT Master"/>	SWF Converter	School	Two
<input type="button" value="Copy to COLLECT Master"/>	MIS_Test	School	TOO

First Given Name - please add any additional given names in the correct order from above prior to updating this record

In this final example there are two additional payment records for a workforce member, both with the same information. There are no different values to pick from but the user must decide whether they should be treated as two separate additional payments for the workforce member. If this is the case they must use the 'copy to COLLECT master' to save one entry. Then select 'update master' to save the second entry.

Select reconciliation type:

Select record type:

**Unreconciled AdditionalPayment Records** No of Unreconciled Records: 1

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**SCHOOLWORKFORCEMEMBER DETAILS**

Software Code	Source Level	Teacher Number	Person Family Name	NI Number	Gender Current	Person Birth Date	Ethnicity	Disability	QTS Status	HLTA Status	QTS Route
COLLECT System	School	456159	TEACHER	PP000000P	Female	08/03/1963	WOTH - Any Other White Background	No	True	False	

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**PARENT MASTER RECORD (CONTRACTOR SERVICE)**

Software Code	Source Level	Contract Type	Contract Start	Contract End	Post	School Arrival Date	Daily Rate	Destination Code	Origin LA	School Level	Base Pay	Safeguarded Salary	Pay Range	Pay Framework	Pay Review Date	Pay Range Minimum	Pay Range Maximum	Hours Per Week	FTE Hours	Weeks Per Year	
COLLECT System	School	Permanent	31/07/2015		Deputy Head	31/08/2009				School											

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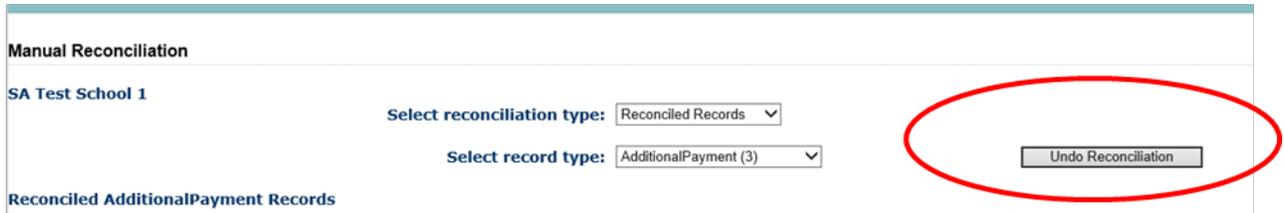
**POSSIBLE SOURCES FOR MASTER RECORD**

	Software Code	Source Level	Payment Type	Payment Amount	Pay Start Date	Pay End Date
<input type="button" value="Copy to COLLECT Master"/>	SWF Convertor	School	Teaching and Learning Responsibility 3 Payments	250.00	01/10/2016	12/02/2017
<input type="button" value="Copy to COLLECT Master"/>	MIS_Test	School	Teaching and Learning Responsibility 3 Payments	250.00	01/10/2016	12/02/2017
			Teaching and Learning 1	250.00	01/10/2016	12/02/2017

If they are genuine duplicates and only one additional payment is required, select 'update master' and only one of the additional payments will be copied to the master COLLECT return.

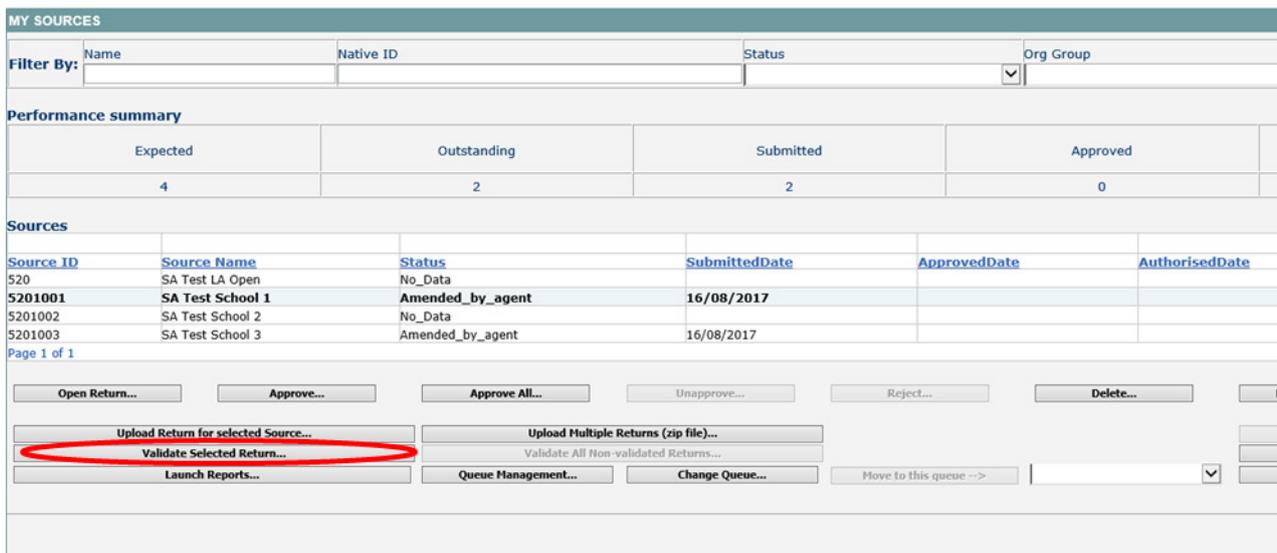
# Rolling back a manual reconciliation

If the user has incorrectly reconciled a record then they can undo the last reconciliation. To do this select 'reconciled records' from the drop down list on the manual reconciliation screen.

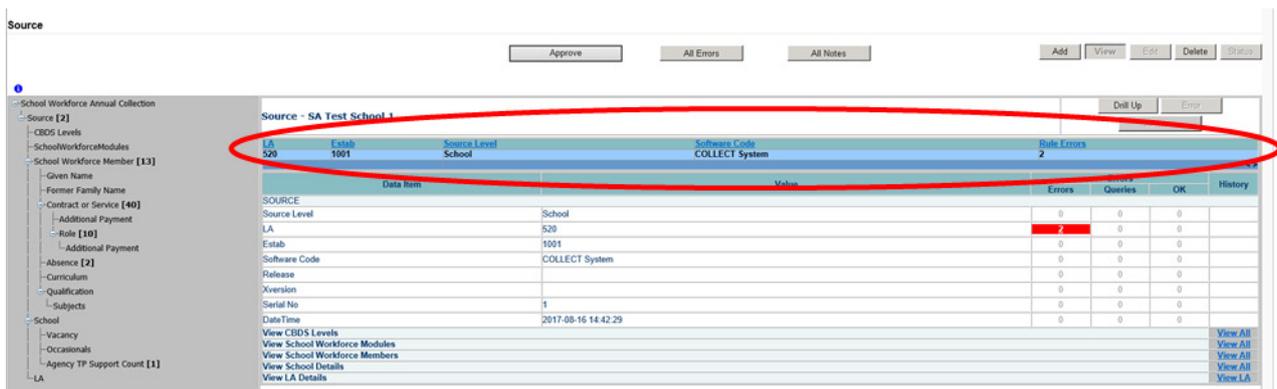


Select the appropriate record type from the 'select record type' drop down list. Select the relevant record from the list of records, which have previously been reconciled, and then the 'undo reconciliation button'. The user can then work back to unreconcile additional records if required.

When all the manual outstanding reconciliations have been resolved, remember you will need to revalidate the return after finishing your matching and reconciliation.



You should be left with one visible return in COLLECT, namely 'COLLECT system'. If there is more than one return, then reconciliation has not been completed.



Once you are happy with the school's data please remember to approve the return from your front screen.

MY SOURCES

Filter By: Name Native ID Status Org Group

Performance summary

Expected	Outstanding	Submitted	Approved
4	1	3	0

Sources

Source ID	Source Name	Status	SubmittedDate	ApprovedDate	AuthorisedDate
520	SA Test LA Open	No_Data			
5201001	SA Test School 1	Amended_by_agent	18/08/2017		
5201002	SA Test School 2	Amended_by_agent	17/08/2017		
5201003	SA Test School 3	Amended_by_agent	16/08/2017		

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Open Return... **Approve...** Approve All... Unapprove... Reject... Delete... Export Selected...

Upload Return for selected Source... Upload Multiple Returns (zip file)...

Validate Selected Return... Validate All Non-validated Returns...

Launch Reports... Queue Management... Change Queue... Move to this queue --> Run Matching Resolve Matchin

## M & R specific reports

These reports will be run against the previous day's data rather than the current day's data.

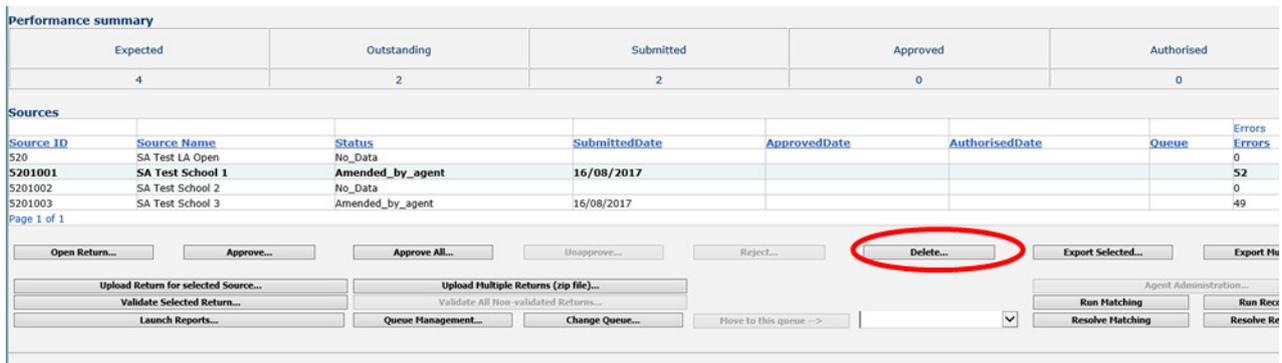
- M&R matching required but Not Yet Started report - this enables a local authority to list all the schools where M&R is required, that is to say they have more than one return but no matching action has been initiated yet.
- M&R reconciliation required but not yet started report - this enables a local authority to list all the schools where matching has been completed but reconciliation has not yet been initiated.
- M&R matching started but not yet completed report - this enables a local authority to list all the schools where matching has been started but not completed.
- M&R reconciliation started but not completed report - this enables a local authority to list all the schools where reconciliation has been started but not completed, for instance, there are still records which need manually reconciling.
- M&R remaining visible source records after completing M&R report - this enables a local authority to list all the schools where reconciliation has been completed but some original source records are still invisible. If the M&R process has been completed successfully then there should be no original source records left, so these need individual investigation by the local authority.
- M&R number of returns by M&R Status report - this provides a local authority with a breakdown of their returns in relation to the M&R process. The report provides figures for the following:-
  - Total no data – shows the number of schools where return status is no data.

- Total not requiring M&R – number of schools with only one return associated with it so M&R is not required.
- Total matching not yet started - number of schools with more than one return and matching has not been started.
- Total matching started but not complete - number of schools with more than one return where matching has been run but has not yet been completed.
- Total matching completed but reconciliation not yet started - number of schools with more than one return where matching has been completed but reconciliation has not been run (started).
- Total reconciliation started but not complete - number of schools with more than one return where reconciliation has been run but has not yet been completed.
- Total reconciliation completed, single source - number of schools where reconciliation has been completed and they now have once single return.
- Total reconciliation completed, multiple sources - number of schools where reconciliation has been completed but they still have more than one return associated with them.

In the case of this last bullet point please investigate the schools and if you are unsure as to why original sources remain, please contact the helpdesk.

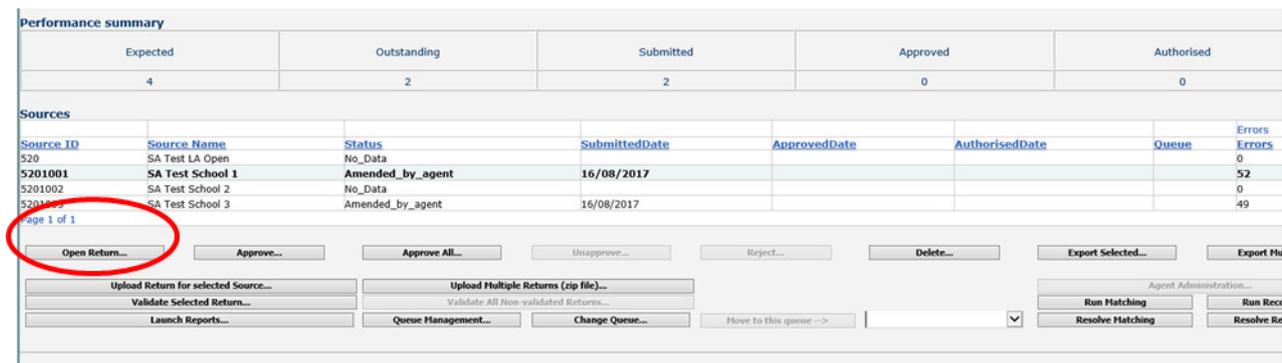
# Deleting a return within matching and reconciliation

Using the delete function from the front screen will delete all uploads for the academy and return the selected schools status to 'No\_Data'.

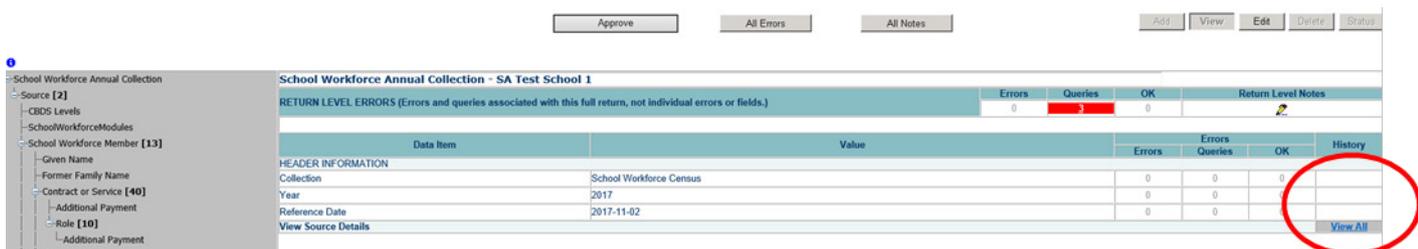


If a single upload for a school is to be deleted rather than all uploads, the user will need to do this within the return.

Open the return



Choose view all



The user will see the two uploads as two lines on the screen. Click on the upload you wish to delete, the background will turn blue. In the top right hand corner click the 'Delete' button

Source

Approve All Errors All Notes Add View **Delete** Error

Source - SA Test School 1

LA	Estab	Source Level	Software Code	Rule Errors
520	1001	School	SWF_Convertor	2
520	1001	School	MIS_Test	2

Data Item	Value	Errors			History
		Errors	Queries	OK	
SOURCE		0	0	0	
Source Level	School	0	0	0	
LA	520	2	0	0	
Estab	1001	0	0	0	
Software Code	SWF_Convertor	0	0	0	
Release	1.0	0	0	0	
Xversion	1.0	0	0	0	
Serial No	1	0	0	0	
Date/Time	2017-08-16 14:41:43	0	0	0	

View CBDS Levels View School Workforce Modules View School Workforce Members View School Details View LA Details

It will ask you to confirm

Confirm deletion ?

**Yes** No

est School 1

Estab	Source Level	Software Code	Rule Errors
1001	School	SWF_Convertor	2
1001	School	MIS_Test	2

Data Item	Value	Errors			History
		Errors	Queries	OK	
	School	0	0	0	
	520	2	0	0	
	1001	0	0	0	
	SWF_Convertor	0	0	0	

Please note that this will undo any matching and reconciliation.

## Common Issues

The guidance below is provided due to issues that arose during M&R in previous Collections.

- **Revalidating the return** - after completing matching and reconciliation the return should be re-validated. Do this by going to the agent screen, highlighting the relevant and selecting the 'validate' button. This will remove all the errors associated with the original partial returns and re-validate the data in the master COLLECT return.
- **Issues with data** – some returns have multiple records with very similar or identical data in them, which COLLECT does not resolve. For example, curriculum records with the same year group and subject or multiple contract records which had the same role and post and overlapping start and end periods. The M&R process does not resolve these, as they would seem to be a duplication in the original data files. If the local authority experiences this problem then they should investigate why the duplication is occurring before trying to complete the M&R process. New files may need to be produced to eliminate these duplicates and M&R run against the new files. This has typically occurred in contract, curriculum and absence records.
- **Amending data** - once matching is completed but the data not yet reconciled, the information in the returns should not be edited, added to or deleted as this will corrupt the M&R process. If it is necessary to change the information then the user should go back and amend the original return data and re-run M&R on the amended return.  
If this is not done, sometimes after running reconciliation the return will have a status of 'reconciliation\_failed'. If this happens the local authority will need to re-run matching again, resolve any outstanding matches and re-run reconciliation.
- **Reports** - to help local authorities identify what stage their return is at a number of reports have been provided.
- **Blank fields when matching** - when matching, if one return has a blank field ('null'), or 'not obtained' and the other return has these fields populated, then the master COLLECT return will be populated with the valid values rather than the 'null' or 'not obtained' values.
- **Completion of M&R** - after M&R has been successfully completed there should only be one visible source in COLLECT. This should be the 'COLLECT system'. If there is still more than one source then M&R has not yet been fully completed.
- **Re-running matching** - if a return has already been reconciled, re-running the matching again will undo any reconciliation action previously taken.
- **Uploading contact data** - when completing contract data, the post and allowance data should also be supplied in the same data upload. If some contract information is included on one data upload and other information is supplied on another upload, this can result in two contract records being generated even after matching and reconciliation.

## Help

COLLECT access is administered directly by local authorities for their users. This includes registering for COLLECT, activating your account and giving you access to specific collections. Please get in touch with the approver in your local authority who will be able to make sure that you have the appropriate access.

If you are experiencing problems with COLLECT or have a data collection query, please submit a [service request](#) to the data collection helpdesk.

If you are having problems logging into secure access, please refer to the 'Help' section on secure access. If you are still unable to resolve your issue, please submit a [service request](#) to the SA service



Department  
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write to Information Policy Team, The National Archives, Kew, London, TW9 4DU

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