

Income Verification Alert | Resolution Guide



Income Verified via Uploaded Documents - If no match with Payroll Income Verification, select Request to upload Docs

Alert Message	Action by Broker
Income to be manually verified upon submission. Further information may be requested.	Income could not be digitally verified by the system. Please select "Declared Income" and a Credit analyst will manually review after submission.
Most recent payslip must be dated within 60 days.	Select Resubmit in the Income Digitally Verified via Uploaded Documents widget and upload payslip where the period end date is within 60 days. All payslips must be submitted at once per applicant.*
Minimum two pay slips required.	Select Resubmit in the Income Digitally Verified via Uploaded Documents widget and upload at least two consecutive payslips. All payslips must be submitted at once per applicant.*
Payslips are not consecutive.	Select Resubmit in the Income Digitally Verified via Uploaded Documents widget and upload minimum two payslips that are consecutive pay periods.*
Name on income document does not match applicant name. Please review.	Check that the documents uploaded are for the right customer. If they were for the wrong customer, select Resubmit in the Income Digitally Verified via Uploaded Documents widget and upload the correct documents for the applicant. If requirements can't be met (e.g. maiden vs married name), the documents will be manually reviewed post-submission by a Credit Analyst. You will be required to use Declared income.

*If requirements can't be met, the documents will be manually reviewed post-submission by a Credit Analyst. You will be required to use Declared income.