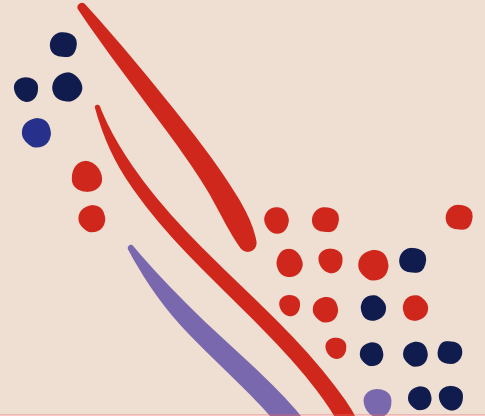# Periodic Tax Experience FAQ

May 2019

Why do my screens look different in different parts of the ADP SmartCompliance® platform?

We are working to provide end-to-end experiences and in our agile approach, we are able to deliver functionality in phases. We want to give you the opportunity to try out new experiences as we continue to take your feedback and make quick modifications and updates.

What is a periodic exception?

An exception is an error, or in some cases referred to as a "fall out." These items cannot be processed, as we are missing or have incorrect tax profile information. It's vital to correct these items to help ensure timely payroll tax deposit and filing. ADP is here to help you in your quest to mitigate risks, and your feedback has led to this periodic experience.

How do I find the periodic exception items I've resolved for a past quarter?

Every error and correction is available within the new periodic experience tab "Resolved Exceptions," in your ADP SmartCompliance platform. These corrections are also available within the original experience "history' tab to view larger historical timeframes.

If you have additional questions, please contact your Account Manager.