

Shell Record Communication – Posted October 25, 2022

Below are responses to some of the common questions on errors or issues

CONTRACT EXTENSIONS

To Update the Contract End Date for an Existing Contract:

1. Send the updated Contract End Date via a **03-Data Change with the Contract Data Change Flag = 1**
2. Send the exact same Contract Number you sent earlier in the Original Contract Number field
3. The 03-Data Change Effective Date should not be the same date which was sent previously for the same contract. The Effective Date on this transaction must be at least one day after the previous Effective Date or it can be any recent date as long as the effective date doesn't affect other changes in the same record (Ex FTE Change).
4. The Effective Date cannot be earlier than the Contract Start Date
5. The Contract Start Date cannot be changed for an existing Contract Number
6. The Contract End Date can be changed if the above 5 conditions are satisfied

Note that you may send an updated Contract End Date to extend a contract with an Effective Date that is less than or equal to the Delta file date prior to the contract expiring.

For example, assume an employee has the following contract in the Workday system:

CONTRACT NUMBER	CONTRACT START DATE	CONTRACT END DATE
SMITH-010118	01/01/2018	7/31/2018

And assume you want to extend the Contract End Date to 12/31/2018. In the 7/12/18 (or 7/26/18) Delta file you can send the following 03-Data Change with the Contract Data Change Flag = 1:

EFFECTIVE DATE	CONTRACT NUMBER	CONTRACT START DATE	CONTRACT END DATE
07/12/2018	SMITH-010118	01/01/2018	12/31/2018

To Add a New Contract:

1. Send the new Contract Number in the New Contract Number field via a **03-Data Change + Contract Data Change Field = 1.**
2. The new Contract Start Date MUST be 1 or more days after the Contract End Date of any previous contract for the W# + Original Employee ID + Job Number combination.

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ERROR TYPES

We understand the importance of having clear error documentation, so we wanted to review again where error validation occurs and the different types of errors.

Let's start with a recap that errors are triggered in two places in the Shell Record processing:

- 1) in the SQL*Server Preliminary Validation the SPS Team has developed
- 2) in Workday at the time of event load

We have control over the Preliminary Validation errors since we have programmed these validations, and know when a new validation has been added or an existing validation modified. The Workday errors are system-delivered by Workday which means at any load we may encounter new errors based on the specific data scenario/event. Workday does not provide a complete list of all possible errors.

We consistently receive questions on the Shell Record integration error types and the differences between them; let's review what the different error types are, what they mean and what action is required on behalf of the Agency to resolve.

ERROR TYPE	DESCRIPTION OF ERROR TYPE
WARNING	<p>Warnings are triggered by the Preliminary Validation processing.</p> <p>A Warning means we were able to process the data provided for Change Flags = 1 in the record. However, other data you may have provided in the record where the Change Flag = 0 was not processed.</p> <p><u>Example Error Messages:</u></p> <p>New FTE Percentage Should be Empty for DataChange(FTEChangeFlag=0);</p> <p>"DateOfBirth Should Be Empty For Data Change(PersonalDataChangeFlag=0);Legal First Name Should Be Empty in DataChange(LegalChangeFlag=0);Legal Middle Name Should Be Empty in DataChange(LegalChangeFlag=0);Legal Last Name Should Be Empty in DataChange(LegalChangeFlag=0);Address1 should be Empty For DataChange(AddressChangeFlag=0);</p> <p><u>Action to be Taken:</u></p> <p>If you intended for any of the data fields listed in the error message to update Workday, please resend the record and make sure to mark the Change Flag for these data fields = 1.</p>
PARTIAL	<p>Partial Errors are triggered by the Workday load processing.</p> <p>When a record is noted as a Partial error it means some of the data provided was loaded into Workday, but other data was not.</p> <p><u>Example:</u></p> <p>Assume a 03-Data Change was sent to update Contract information and Contact information for the same employee</p>

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	<p>Your error file shows an Error Short Description = “Maintain Contract”</p> <p>The “Maintain Contract” error means ONLY the contract did not get updated in Workday, while the Contact changes you sent were loaded/updated successfully in Workday.</p> <p>Action to be Taken: The Agency needs to re-send the 03-Data Change with the necessary contract updates according to the record layout/IDD.</p>
FATAL	<p>Fatal errors are triggered in either Preliminary Validation and/or Workday load processing and indicate that nothing was loaded/processed into Workday for the record(s).</p> <p>The Error Source column in your error report will tell you where the error was triggered.</p> <ol style="list-style-type: none">1. Preliminary Validation: If the Error Source is Preliminary Validation, it means the record didn’t meet the criteria per the Record Layout/IDD during the Preliminary Validation processing and we did not attempt to load the record into Workday. The error message will denote which fields failed the validation(s). There may be multiple error messages for the same employee; the multiple error messages will be separated by semi-colons (;).2. Workday: If the Error Source is Workday, it means the record passed the Preliminary Validation but failed to load into Workday. The number of rejections in Workday will be lower than the number of Preliminary Validation errors. In this scenario, even though the data passed the Preliminary Validation it failed to load Workday. The Error Short Description and Error Long Description will denote which field(s) caused the failure to load. <p>Example Error Message 1: (from Preliminary Validation)</p> <p>InValid Value in SPSID For Additional Job;</p> <p>Action to Be Taken 1: The additional job record sent by agency is missing SPS ID number. The record must be re-sent with SPSID for the same additional job with the same action code (05) and with all necessary fields as per IDD.</p> <p>Example Error Message 2: (from Preliminary Validation)</p> <p>Invalid Original Contract Number For Hire;Invalid Contract Date;</p> <p>Action to Be Taken 2: An 01-Hire for a Contractual employee was sent with no contract number and also with no contract end date or start date. The same 01-Hire record must be re-sent with Contract Number, Contract Start Date and Contract End Date and with all other necessary fields as per IDD.</p>

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PENDING	<p>A Pending error indicates we have placed the record in a pending status for one of the following reasons:</p> <ol style="list-style-type: none">1. The record is future dated2. The record (SSN + Agency Code) are not in the CPB Master file <p>In this scenario, we will hold the record(s) until the next Delta file where we will automatically attempt to re-process the record(s). If the record (SSN + Agency Code) still does not exist in the CPB Master file or the record is still future dated, the error will be reported as a Fatal error.</p>
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PROCESSING ORDER OF EVENTS

(This is an information for the shell agencies. No change is required for agencies)

We often see multiple Action Codes for the same W# in a Delta file. Based on this we wanted to share the order we process the Action Codes into Workday. Understanding this ordering should alleviate some of the file processing errors.

(**Note:** A slight change in order of processing from 11/10/2022. Action code 06 - absence event will be processed first)

1. Action Code 06 – Absence will be processed first
2. Action Code 04 – Terminations will always be processed next
3. Action Code 01 – Hire will be processed next
4. Action Code 05 – Additional Job will be processed next
5. Action Code 02 – Transfer will be processed next
6. Action Code 03 – Data Change will be processed next