**NOTE:These questions were not answered during the Monthly Benefits Implementation Meeting on February 22, 2018**

| **CATEGORY OR FIELD #** | **SENT TO SPS** | **QUES #** | **QUESTION OR CONCERN** | **DBM/SPS RESPONSE** |
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| File Process  Error File | 02/22/18 | **179** | **(Towson)** What happens to records you place in pending status? | We hold the record for one pay period (one drop) and we will check it again in the next drop against the CPB Master by (SSN/Agency). If the employee is still not in the CPB Master on the second check the record will error out as a fatal error. |
| Effective Date of Events | 02/22/18 | **180** | **(Towson)** After you notify us we cannot no longer submit transactions older than 90 days, are there any exceptions or workarounds?  Although we will adhere to the best practices guidelines, there may be times when a supervisor falls short of those expectations.  Reclassifications – current job has to have already changed (“significant and substantial changes that evolve…”) to be considered and the review currently takes several months to complete, often greater than 60 days. By USM policy, reclassifications are retroactive to the date the request is received.  Temporary Increases & Acting capacities – work has to be done for a minimum of 30 days before the request can be considered. At best, we would only have 30 days to complete the review if we received the request on the first day eligible to make the request. Consistent with the policy on reclassification, requests are retroactive to the date the work commenced. Departments are also not always timely in notifying HR that the assignment has ended. This often results in a retroactive adjustment. | We have re-discussed transactions submitted with an effective days >= 90 days in the past.  In many cases older effective dates may not be able to be processed with the effective date submitted due to more recent events processed/submitted for an employee, which is one reason for submitting events as close to the effective date as possible.   * If we receive a Termination with an Effective Date >= 90 days in the past and the employee has a single job in Workday, we will process the Termination. * If we receive a Termination with an Effective Date >= 90 days in the past and the employee has multiple jobs in Workday, we will not automatically process the event and will need to manually review the event, the event date and the impact on other events already submitted for the employee. * For all other events/scenarios submitted with an Effective Date >= 90 days in the past, we will not automatically process the event and will need to manually review the event, the event date and the impact on other events already submitted for the employee. |
| Contract Dates/  Extensions | 02/22/18 | **181** | **(Towson)** How do we send corrections to contract effective dates? | On 3/7/18, John Sitther stating we have worked on the load program and we can now accept updated Contract End Dates for existing Contract data in Workday. His email stated the following:  **To update an existing contract:**  1. Send the exact contract Id you sent earlier in the original contract ID  2) The effective date should not be the same date which was sent earlier for the same contract. It must be one day after the old effective date sent earlier 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)  3. The effective date cannot be earlier than the contract start date.  4  The contract start date cannot be changed for that particular contract ID  5.  Contract end date can be changed if above 4 conditions are satisfied  **To add a new contract:**  1. Send the new contract id in the new contract field.  2. New contract's start date MUST be after the end date of the old contract |
| File Process | 02/22/18 | **182** | **(Towson)** Currently, we receive the error file approximately 6 days after we send the change file. Is it possible to receive it sooner? | We send the error file 3 business days after we receive the delta files. This is the minimum timeframe as of now we need to validate and load the data into Production. Based on the schedule, for the 2/22/18 Delta file, you should have received the error file from the USMO by 2/28/17 at 10am. Did you receive the file by this date/time? |
| File Process | 02/22/18 | **183** | **(Towson)** When an employee works for two state agencies, will you include that employee’s W number in both agency files? | Yes it will show up for both agencies. |
| File Process  Error File | 02/22/18 | **184** | **(Towson and UMCP)** Error file explanations are not always easily understood.  Can you provide a key/chart to define the errors?  We are seeing new validation errors in each change file. What is the business process of DBM for notifying on new or changed validation checks? | Errors occur in two places in the Shell Record processing:  1) in the SQL\*Server preliminary validation we have programmed  2) in Workday at the time of event load  We have control over the preliminary validation errors since we have programmed this validation, and know when a new validation has been added. The Workday errors are system-delivered with Workday which means at any load we may encounter new errors based on the specific data scenario/event.  We understand the importance of having clear error documentation. We will work on updating and enhancing the error lists and sharing this information as quickly as possible. |
| Contract Dates/  Extensions | 02/22/18 | **185** | **(Towson)** We have number of contingent employees who have concurrent contracts in different departments. How do we send these concurrent contracts? | In this scenario does the employee have one job number or a distinct job number for each concurrent contract?  Workday allows a contract for each distinct job/job number.   * If the employee has a distinct job number for each contract, you can submit contract information for each job/job number. * If the employee only has one job in Workday that represents all of the concurrent contracts then this is more difficult. Workday will not allow multiple open contracts with overlapping dates assigned to the same job. |
| File Process | 02/22/18 | **186** | **(Towson)** Can you provide a SPS master file for comparison purposes to ensure the accuracy of our master file? | The SPS Team has discussed this request but we do not have resources at this time to develop a Master file. When we began the Shell Record discussions in 2017 a master file was requested and at that time we stated we would not be providing such a file. We will keep this open as a request and reconsider the request when the Shell Record integration stabilizes. |
| File Process  Outbound W# File | 02/22/18 | **187** | **(UMCP)** We found cases of employees associated with multiple agencies with different WD numbers. Is this the correct behavior? | No, this is not the correct behavior. Please provide us with examples so we can investigate. |
| File Process  Outbound W# File | 02/22/18 | **188** | **(UMCP)** We found 211 cases of missing return WD numbers that were not sent in the associated delta file. They were sent in a later file. Is there a reason for the delay and will this issue be addressed? | Can you please send some examples? We will investigate. |
| Contract Dates/  Extensions | 02/22/18 | **189** | **(Salisbury)** Have you corrected the error for overlapping contract dates which are causing fatal errors? | See the response to Question #181 (above). |
| Additional Jobs | 02/22/18 | **190** | **(USMO)** How do we communicate secondary employment on the shell record file? | If it is a secondary/additional job at the same agency, you can send it as an 05-Additional Job event. You can also send it as a 01-Hire event and if our programs identify the employee already has an active job, we will process the event as an Additional Job. If the employee has a primary job at another agency, and you know your job is secondary, please send a 01-Hire event for your agency. |
| Adjuncts | 02/22/18 | **191** | **(Towson)** An adjunct, who receives subsidized benefits, has a contract that ends late-May.  According to SPS/Workday rules, we cannot begin the next contract on the normal contract date, which is typically late August.  Instead, if we think the adjunct will return in the fall, we must extend the contract date in Workday to ensure benefits are protected over the summer due to the ACA break-in-service rules.  We extend the contract date, but learn early August the adjunct is not returning in August. In this case the University provided subsidized benefits for a person who technically ceased to be its employee in May. Does this violate plan rules? What is the remedy to recoup the subsidy? What about compliance/audit requirements rules (we are representing this employee is under contract with University during late May, all of June and July, and August and they are not under contract during this time)? | Each agency needs to ensure we are receiving terminations in a timely fashion. As soon as you know, they are terming please send over via the Shell Record Delta file. This is how it is currently happening now in BAS. The agency extends because they are under the assumption the faculty is returning. There is really no change in how this is handled from a business perspective. |
| Adjuncts | 02/22/18 | **192** | **(Salisbury)** For Adjuncts with breaks between semesters, can we send them as Leave without pay in between semesters then bring them back for the next semester? | No. You cannot send Adjuncts with breaks between semesters as Unpaid Leave. |
| Change Mgmt | 02/22/18 | **193** | **(Towson)** What is the communications plan for the Workday rollout?  Is each agency required to develop their own plan, or will SPS provide communication materials to ensure a consistent message throughout each agency? | The SPS team will provide communications on the SPS Benefits Go-Live to the ABCs through the monthly Benefits web-ex calls and SPS alerts. Employees, ABCs, and HR Directors will receive messaging by audience via *Gov Delivery* to ensure that a consistent message is received across all of the agencies. |
| Change Mgmt | 02/22/18 | **194** | **(Towson)** If SPS is providing the communications materials and timeline for delivery of key messages, when will this begin? | Yes, the SPS team will provide this starting in the fall of this year in preparation for the January 1 Go-live. |