

SFR New Hire Extract/VTHR New Hire Import Guide to Troubleshooting Failed Records

Objective:

The objective of this document is to provide a checklist of items to review when a rejection notification is received. The checklist is hyperlinked to sections within this document to further explain why a record was rejected and how to correct the issue.

Checklist

- Is the Candidate in question in the Hire bucket in the requisition?
 - If yes, move to the next item.
 - If no, confirm where the candidate is in the pipeline, then proceed based on business process.
- Confirm the day the Candidate was placed into the Hire bucket
 - Search your email for a rejection notification on the next day (the extract from SF to VTHR is generated at 4:00 a.m. daily)
 - This date is also needed for Recruitment and/or HRIS to assist in researching issues
- Did you receive a rejection notification?
 - If yes, which one(s) did you receive? Note: if there are multiple errors, they will be listed in one notification. Click on the reason listed to jump to the applicable section in this document for more information and next steps to correct the issue.
 - [Employee ID information is inconsistent with Action/Reason](#)
 - [Required Information Is Missing](#)
 - [Job Code/Position/Location mismatch](#)
 - [SSN Already exists in VTHR](#)
 - [Duplicate, submit a PAR](#)
 - If no, are you the HRAdmin listed on the Requisition?
 - If yes, check your junk folder and deleted folder.
 - If no, use the 'scenario table' below to determine who to contact.
- Have you completed this check list, reviewed the records and still unsure what is incorrect? Use the table below to contact the right division:

Scenario & Support Table	
IF.....	Contact
If the candidate record is in the 'Hired' bucket in SuccessFactors, but the record is not in Manage Hires in VTHR:	For additional questions, contact Recruitment.
If the candidate record is in the 'Hired' bucket in SuccessFactors AND is in Manage Hires in VTHR:	Contact HRIS via DHR-Actions email.
If the candidate record is in the 'Hired' bucket in SuccessFactors AND is in Manage Hires in VTHR, but a PAR has not been submitted:	Submit the PAR with the requested changes. NOTE: the PAR must match the information that is in the Candidate record in SFR. If information differs for any reason, a reason must be provided
If the record is in Job Data in VTHR, and issues are identified in the Turn-Around Report:	Complete and submit a PAR with the requested corrections/changes

Error Notifications – How to Interpret and Resolve Errors

If the hire record is in the extract, but rejected when fed to VTHR, you will receive a notification with information regarding the rejected record. The email notification will include the following:

1. the candidates name
2. the issue
3. the Candidate ID

Req ID is not available as a field to include in the notification. To find the Req ID, navigate to the Candidate Search.

NOTE: There are two notifications that are general and do not provide specific details because the error could be one of several reasons. The two notifications are:

- Employee ID Information inconsistent with Action/Reason
- Required information missing or not valid

If you receive one of these two notifications, use the information below to troubleshoot and determine which field requires correction.

Errors that cause a 'bounce out' examples:

- If a Position number, Job Code and/or location in the SFR hire record does not match the position, job code and location combination on the position record in VTHR.
- Inactive job code or inactive Position number in VTHR.
- Duplicate transactions will be rejected (candidate ID/application ID combination has already been staged for hire)
 - If you need to update data AFTER the record has been staged, submit a PAR.
- Invalid data entered
 - Position, location, task group, Time reporter group etc., does not exist in VTHR
- Additional conditions that will result in rejection:
 - Action/reason is entered as transfer but candidate is NOT currently an active employee
 - Action/reason is entered as rehire but the candidate IS a current active employee
 - New Hire record contains SSN that already exists in VTHR

Employee ID information inconsistent with Action/Reason

- Action/Reason refers to the type of hire (New Hire, Rehire, Transfer)
- Go back to the Offer Details page, review Hire type and compare to Applicant Type
 - If the candidate is an external candidate record, but is an internal transfer, contact Recruitment to merge the candidate's profiles. NOTE: this step should be completed at the Pre-Offer stage.
 - Internal Candidates cannot have the following hire types:
 - New Hire
 - Rehire
 - NOTE: When an active internal candidate is submitted with either New Hire or Rehire as the status, the record will NOT go into the extract and, therefore, will NOT generate an error email
 - Internal candidates cannot have data in the Rehire Employee ID field.
 - External Candidates cannot have a hire type of Transfer.
 - External candidates who are a rehire cannot have a hire type of Rehire and have the Rehire Employee ID field left blank.

- Example of inconsistent Action/Reason:
 - The transaction is identified as a New Hire, but an employee ID is provided, either because it's an internal active candidate and/or an Employee ID was entered in the Rehire Employee ID field.
 - The transaction is identified as a transfer, but the "transfer emplid" is missing
 - The transaction is identified as a transfer, but a "rehire emplid" is provided
 - The transaction is identified as a rehire but the "rehire emplid" is missing
 - The transaction is identified as a rehire but a "transfer emplid" is provided

Required Information Missing or not Valid

- Go back to the Offer Details page, review all fields (refer to Field HR User Guide, Offer Process pg 24)
- If the candidate is a Rehire, then 'Rehire Employee ID' field must be completed.
- If the candidate applied Externally, and is an Internal Active employee, CONTACT RECRUITMENT as a merge process will be required before the record in SuccessFactors can be updated.
- If the transaction is a Transfer, but the candidate has an External profile, CONTACT RECRUITMENT as a merge process will be required before the record in SuccessFactors can be updated.
- The transaction is a Rehire, but the Rehire Empl ID is blank.
 - Add the employee's ID to the 'Rehire Employee ID' field, then save the record in SFR.
- A required field in SFR is blank.
 - Review the Offer Details page, look at each field – if it has an Asterisk, complete the field, then save.
 - If the SSN entered by the candidate has spaces OR dashes, it will be treated as a blank field – enter the SSN as all numeric with no spaces or dashes, then save
- Check Requisition Details – are Pay Grade and Pay Plan populated?
 - These fields may not auto-populate for some Exempt job codes, but are required for the feed

Job Code/Position/Location mis match:

- If a change was previously submitted to update the position due to multi-level recruitment, check the effective date of the record in position management. If the effective date is AFTER the hire was entered in SFR, the feed will continue to reject the record as a mismatch.
- Log into VTHR, navigate to the Position record, validate position number, job code and location in the Position record is accurate. (refer to [Field HR User Guide](#), Offer Process, Helpful Tips pg 23)
 - IF any of the position information is incorrect, AND it's a vacant position, the following normal processes must take place:
 - The Vacant Position Change Request form may be used when changing location, department ID and standard hours for all vacant positions.
https://humanresources.vermont.gov/VTHR_Vacant_Position_Change_Request

NOTE: In some situations, if the bargaining unit is changing from U01 to U02, an organizational chart and memo explaining the change must be submitted to the Classification Division, and once approved, you may use the Vacant Position Change Request form to update this field. Change to managerial designation requires Classification to do a detailed analysis and therefore the Vacant Position Change Request form cannot be used. An RFR must be submitted.

- Only vacant positions that are approved by Classification with Decentralized Reallocation authority may use the Vacant Position Change Request form to change the job class within the approved series.

- For Vacant positions that do not have Decentralized Reallocation authority, a Form C must be submitted to Classification Division. In some situations, Classification may request a Form A.
- Because of the length of time Classification will take to review RFR's it is imperative that this work happens early on in the Recruitment process and not at the time when records will be transferred from SFR to VTHR.
- Vacant Position Change Request forms are updated 2 to 3 times per week.
- In SFR
 - If the position is wrong in VTHR, then contact Classification to correct position information.
 - **Note:** *Before updating/correcting information to the candidates record in SFR, be sure all position record information is correct first. Otherwise, the record will go into the Extract and potentially bounce out again. The same behavior occurs if you are only adding a Note.*
 - Once VTHR is updated, then correct SFR record to get the record back into the extract.
 - If the position information (include location) in Offer Details in SFR is wrong:
 - Confirm that the position number recruited on the req is correct
 - Confirm that the location which was posted for recruitment was correct – if not, contact Recruitment to determine next steps for proper RIF clearing, etc.
 - Confirm position/location are aligned with VTHR
 - Manually update Position Information fields in Offer Details and Save.
 - If the position number OR Job Code OR location on the Req is wrong
 - Need to research to determine if recruited for the right job code etc.
 - Engage with recruiter and classification as needed.

SSN Already Exists in VTHR

- Possible causes:
 - Hire Type is wrong in SFR
 - SSN in SFR was entered incorrectly OR
 - A different employee in VTHR has the same SSN – requires further validation.
- Resources for Research:
 - Log into VTHR, use the SSN Query to identify who the SSN belongs to and if the individual is a current active or former employee.
 - Confirm the SSN in SFR was entered correctly, may require contacting candidate to validate what is on their SSN card.
- Determine which SSN needs correction:
 - If wrong in VTHR
 - The HRAdmin who receives the SSN Already Exists notification is to partner with the HRAdmin that supports the department of the employee with the potentially incorrect SSN.
 - Both HRAdmins are to review, and confirm which SSN is the accurate. If confirmed that the SSN attached to the internal active employee is incorrect, the HRAdmin who supports the department/employee with the incorrect SSN should email DHR – Actions the information and include validation and proof of what the accurate SSN is.
 - If wrong in SFR
 - Update the SSN in SFR, save the update. Record should go into the extract and be processed the next day.

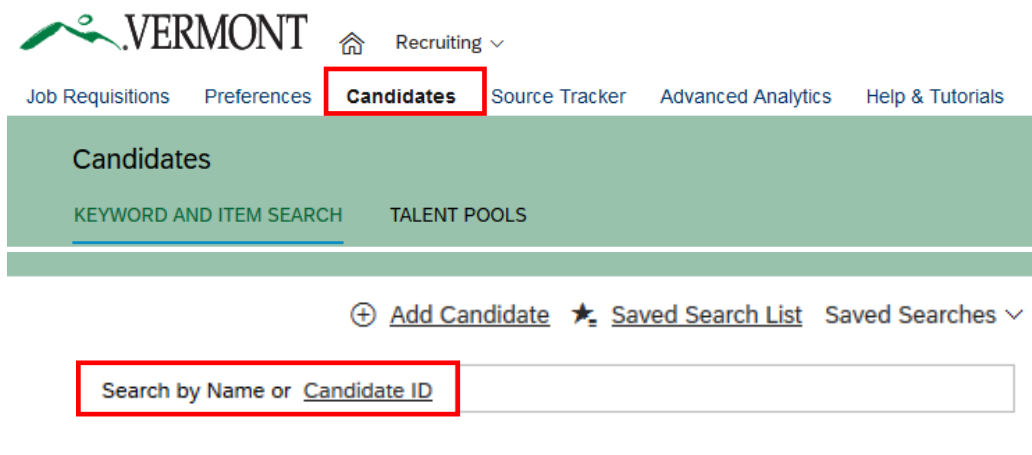
- NOTE: if applicable, and if there is a PAR pending, validate that the SSN in SFR matches the SSN in the PAR
- SSN is correct and the issue is the Candidate Action/Reason is wrong:
 - If candidate is External with a New Hire Action Reason, but the candidate is actually a Rehire, correct the information so that the record now shows as a Rehire.
 - If the candidate is External with a New Hire Action Reason, but the candidate is actually an Active Internal Transfer, reach out to Recruitment. The profiles will need to be merged so that the internal profile is the master profile. Once the merge process is complete, confirm information is accurate, and add a Comment explaining the event. Save the record so that it goes into the Extract.

Duplicate Transaction, submit changes via PAR

- This error is generated when an update is made to the Offer Details page *after* the candidate has been sent via extract (which runs daily at 4:00 a.m.) and successfully staged in Manage Hires.
 - Review Manage Hires, confirm Candidate is there OR
 - Review the Turn Around Report or Job Data
- If the record was modified for a reason, a PAR will be required for the update as SFR cannot process duplicate hire transactions.

Additional Resources

- Turn Around Report - VTHR
 - Can be used to confirm the transaction was processed on employee job record
- Manage Hires View – VTHR
 - Use to check if the candidate is in Manage Hires in queue for processing into Job Data.
 - Navigation: Main Menu→Workforce Administration→Personal Information→Manage Hires
- SFR Candidate Search Functionality
 - Log into SFR, click on Candidates. Candidate Search functionality is located on this page. Screenshots below.



When you locate and pull up the candidate profile, scroll to the bottom of the page to the Jobs Applied section and find the job title in which the Status is Hired.

Jobs Applied

Job title: Correctional Officer I - Temporary (Northern State Correctional Facility) (133)
Recruiter: Denise Fuller
Status: Hiring Manager Review

Date: 11/01/2018

Job title: Correctional Officer I (Northern State Correctional Facility) (134)
Recruiter: Denise Fuller
Status: Hired

Date: 11/01/2018

Job title: Correctional Officer I - Temporary (Northeast Regional Correctional Facility) (129)
Recruiter: Denise Fuller
Status: Applicant Declined/Withdrew

Date: 11/01/2018

Job title: Correctional Officer I (Northeast Regional Correctional Facility) (130)
Recruiter: Denise Fuller
Status: Hiring Manager Review

Date: 11/01/2018