

SHBP Reject Report Error Resolution

*Boards of Education
(and Employer Locations Not Participating in SAO Peoplesoft)*

Last Revised: 02/27/2020

Described below are the common errors, root cause and corrective action to be taken when Active Members' records (i.e., records of eligible employees currently employed with a SHBP Employing Entity and enrolled in SHBP coverage) and employees' records (i.e., records of eligible and ineligible employees currently employed with a SHBP Employing Entity and not currently enrolled in SHBP coverage) received from Employing Entities are rejected by the SHBP Enrollment Portal, meaning the records were not successfully processed.

Each record included in the Reject Report will have the specific name of the file from the Employing Entity where the record originated from (i.e., AUF_(Payroll ID)_(Employer Name)_(YYYYMMDD).txt). Each record will show all data elements that were included by an Employing Entity (i.e., "Employer") in the original file submitted, as well as header information, to help the Employer understand what was missing and what needs to be updated.

| Message Description | Root Cause(s) | Corrective Action(s) |
|---|--|--|
| [Employee Status = T on MISC Record # xx on (NAME OF FILE SENT TO ADP FROM LOCATION).] | The Employee Status and Record Type combination (e.g., Employee Status T and Record Type MISC) are an invalid combination and were rejected. Any other valid records submitted by the Employer will be processed. | Action Required: Yes Employer: Please resend the record with a valid Employee Status/Record Type combination if you would like the record updated in the SHBP Enrollment Portal OR contact your Employer Services Specialists to determine the appropriate Employee Status/Record Type. |
| [Date of Last Deduction MM/DD/YYYY > todays date for SSN(999999999) on file (NAME OF FILE SENT TO ADP FROM LOCATION)- Rejecting Record] | Date of last deduction is future dated (relative to today's date) Any other valid records submitted by the Employer will be processed. | Action Required: No Employer: No action is required. This error is informational only and informs you that because this is considered a future dated transaction, the record will not be updated in the SHBP Enrollment Portal until the Date of Last Deduction occurs. |
| [Hire Date MM/DD/YYYY > todays date for SSN(999999999) on file (NAME OF FILE SENT TO ADP FROM LOCATION)- Rejecting Record] | Hire Date is future dated (relative to today's date) Any other valid records submitted by the Employer will be processed. | Action Required: No Employer: No action is required. This error is informational only and informs you that because this is considered a future dated transaction, the record will not be updated in the SHBP Enrollment Portal until the Hire Date occurs. |

| Message Description | Root Cause(s) | Corrective Action(s) |
|--|---|---|
| [Missing Payroll Location: The Payroll Location field was blank for SSN (999999999) on file (NAME OF FILE SENT TO ADP BY EMPLOYER). Please re-submit the record with the correct Payroll Location.] | Blank Payroll Location was passed on AUF file. Any other valid records submitted by the Employer will be processed. | Action Required: Yes Employer: Please resend the record with a valid Payroll Location number if you would like the record updated in the SHBP Enrollment Portal. |
| [Missing Employee SSN: The Employee SSN field was blank on Record # xx on file (NAME OF FILE SENT TO ADP BY EMPLOYER). Please re-submit the record with the correct Employee SSN.] | Legal ID was not included with the members record Any other valid records submitted by the Employer will be processed. | Action Required: Yes Employer: Please resend the record with a valid Legal ID populated if you would like the record updated in the SHBP Enrollment Portal. |
| [Invalid Employee SSN: The Employee SSN field is NOT Numeric on Record # xx on file (NAME OF FILE SENT TO ADP BY EMPLOYER). Please re-submit the record with a valid Employee SSN.] | An invalid legal id containing alpha numeric data was passed in the SSN/Legal ID field. This may have been caused by incorrect keying of information, OR there is missing detail/fields in the full transaction record, that caused the error that may have unintendedly caused this error. Any other valid records submitted by the Employer will be processed. | Action Required: Yes Employer: Please resend the record with a valid Legal ID populated if you would like the record updated in the SHBP Enrollment Portal. |
| [Invalid record type: "DEDI" on file (NAME OF FILE SENT TO ADP BY EMPLOYER).] | Invalid record type of DEDI was passed; validate this record type, and resend. Any other valid records submitted by the Employer will be processed. | Action Required: Yes Employer: Please resend the record with a valid Record Type if you would like the record updated in the SHBP Enrollment Portal. |