Exception Request Instructions

Human Resources

Overview

Reporting Exceptions, or 'exceptions' refer to overriding Data Pipeline errors. CDE occasionally overrides these business rule errors because, although errors are legitimate, the case needs to be corrected to accurately reflect the Human Resources snapshot. This occurs under unique circumstances when a Human Resources snapshot record does not follow the anticipated coding patterns outlined in the business rules for the collection. When an exception is granted, it allows the LEA to leave the Human Resources snapshot unchanged. The Human Resources snapshot coding must still fall within the parameters of the data collection for an exception to be granted.

Exception Determination

LEAs may request an exception when they are unable to clear an error for a staff record who is accurately coded. Approved exceptions allow the data to remain unchanged.

> **Example:** The Human Resources Snapshot error HR004 will trigger when the salary for the staff member is not within the average salary for the job code. If the salary, hours worked per day, and contract days are correctly reported in file, an exception is needed.

If you are unsure if reporting an exception is needed for a specific Human Resources snapshot situation, please reach out to the Human Resources collection lead.

Steps

1. Download the exception request template on the Human Resources found under the 'Templates' section.
    a. This is an excel document.
    b. **IMPORTANT:** Do not modify the excel file by adding, deleting or reordering columns.
2. Enter all information directly from your Error Detail Report in Data Pipeline or CEDAR/COGNOS. This will ensure that you have the correct Error Code, Error Type, LEA Code, EDID, and School Code for your exception.
    a. **IMPORTANT:** The exception will not process if the request form information is not accurate.
    b. Each error requires a separate row on the exception request. Multiple exceptions are allowed on one sheet.
    c. Create a new exception form when additional exceptions are needed. LEAs are encouraged to include the date in exception request documents because multiple exception request templates may be submitted through the collection cycle.
    d. The 'Reason for Exception' must be concise but detailed enough to explain the reason behind the exception. (300 characters or less)
    e. Leading zeros are required. (LEA Code, EDID, School Code)
    f. Some exception requests require additional documentation/forms to be included with the request. These forms should also be uploaded to Syncplicity and referenced in the reason for exception.

Error Code	Error Type	LEA Code	Admin Unit Code	School Code	Grade Level (zero fill)	SASID (zero fill)	EDID	Primary Disability (zero fill)	Reason For Exception (300-character limit)
HR004	E	1234	12345	1234	000	0000000000	00000000	00	Brief reason, 300 characters or less.

3. Save the exception request to your computer and then upload it to your LEAs Human Resources Snapshot Syncplicity folder into the appropriate collection subfolder.
    a. Click here to access the Syncplicity website.
    b. Select the upload button and select a file to upload from your computer.



    c. Contact the Collection Lead Human Resources if you do not have access to your LEA Human Resources Syncplicity folder.
4. Email the collection lead Human Resources to notify them a document has been uploaded to Syncplicity.
    a. The Collection Lead will review your request and notify you of the outcome.
        i. Approved requests – reupload the file to clear the error.
        ii. Denied requests – Collection Lead will provide next steps for clearing the error
        iii. Additional information needed – Collection Lead will request more information.