

RSP CSWG Business Process #6 (How RSP will investigate/fix CSBO errors)

Last revised 11/29/10

ISSUE:

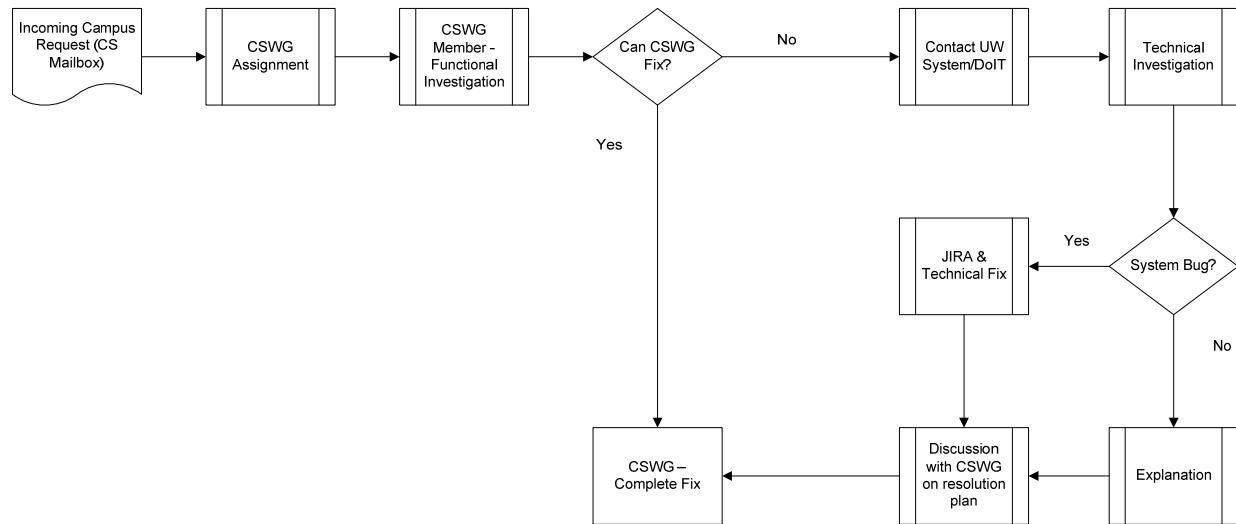
The cost sharing process continues after award setup. At the award setup stage, cost sharing is first captured through data entry in PS Grants, using the Cost Share Bolt On (CSBO). In some instances, the entry and subsequent cost sharing calculations may result in an error or undesired outcome. The business process below details how RSP users will review and fix any CSBO errors.

PROCESS for Investigation when error is reported through the CS mailbox:

1. Reports of miscalculations or undesired cost sharing outcomes may come to RSP via the cost share mailbox (costshare@rsp.wisc.edu). Campus may have noted the undesired outcomes through data loaded in WISDM, ECRT or Paydata.
2. Upon receipt of these reports, per BPR #1, the appropriate RSP CSWG member will begin to investigate to see if this truly is an error in the CSBO, or if the undesired outcome can be explained by other causes.
3. If the issue can be resolved by the CSWG, then the appropriate fix/action item should occur in the CSBO to obtain the desired outcome.
 - a. Ex: An award is setup with a \$10,000 cost share requirement. The cost share is based on the dollars, not the %.
 - i. User says they wanted \$10,000 in cost sharing to be from 101 funds, so they setup 12.5% cost sharing from a gross salary of 80,000. But the CSBO has calculated \$11,250.
 - ii. During investigation, the CSWG notices that the individual received a raise, increasing the gross salary from \$80,000 to \$90,000. The \$11,250 calculated represents 12.5% cost sharing. The user should have decreased the cost share percentage to 11.12% so that \$10,000 would have calculated as cost share.
4. If the issue cannot be resolved by the CSWG member, then the CSWG member should contact David Ngo. The CSWG member should indicate to the campus user that we are forwarding to UW-System for technical investigation. A sample email to the user:
 - a. "The CSWG has investigated and we cannot determine, functionally, why the undesired outcome occurred. We believe there may be a technical issue that UW-System and/or DoIT needs to take a look at. We will be back to you shortly"
 - b. David will work to investigate the issue and if no resolution can be found (or nothing similar has occurred in the past), David should forward the request/investigation details to Scott Larson and Bridget Montour.
 - i. The CSWG should cc DoIT personnel: Dustin Cote, Sean Nangle, Brad Bruegger, Sashi Golagani.
 - c. Scott Larson then will work to determine if this is a CSBO bug or if there is another explanation. Upon completion of the investigation, Scott will either:
 - i. Set up a JIRA to report system bugs; or
 - ii. Send an email to the Cost Share mailbox to explain the situation/suggest fixes
 - d. The CSWG then will be responsible to communicate back with campus. If there are system bugs, then the CSWG will devise a plan to rectify the situation. If there are user

errors or data entry errors, the CSWG will work with campus to prevent these in the future.

Flowchart



PROCESS for Investigation Using the Error Report

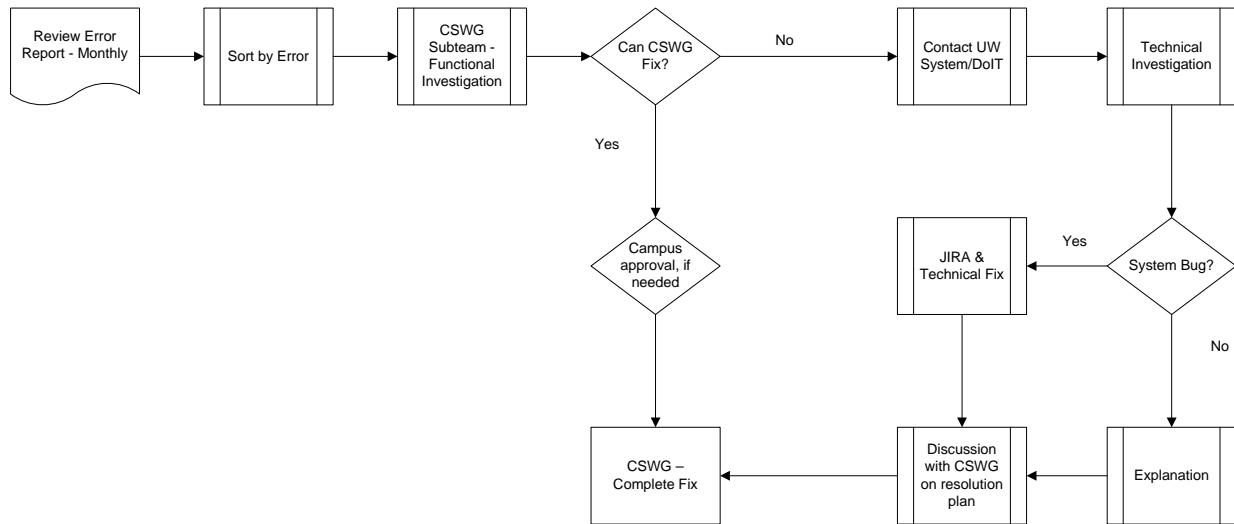
1. A subteam of the CSWG will begin to review the monthly CS error report. This subteam will be comprised of 2-3 CSWG members.
 - a. These 2-3 members will need to work with DoIT to develop a troubleshooting manual that will be used for the investigation steps below.
2. The subteam will obtain the CS error report:

<https://www.rsp.wisc.edu/intranet/awards/costshareerrors.cfm>

 - a. For ease, the subteam can export this to excel so that they can sort the issues by error.
3. If the issue can be resolved by the CSWG, then the appropriate fix/action item should occur in the CSBO to obtain the desired outcome. (*It should be noted that some fixes the CSWG can just complete on their own, while others may require campus approval/involvement*).
 - a. Ex: An award is setup with a 5% cost sharing requirement. Cost sharing was setup for Employee from a 101 fund account.
 - i. This calculation did not occur and shows up on the monthly CS error report as "funding not found".
 - ii. The error report indicates that the Employee was not paid from 101 sources.
 - iii. The fix is to contact campus to pay the Employee from 101 sources or change the CS to be taken from a paid source (ex: a 233 or 161 fund, where the employee already has payroll setup).
4. If the issue cannot be resolved by the CSWG subteam, then the subteam should work with David Ngo.
 - a. David will do an investigation and if no resolution can be found (or nothing similar has occurred in the past), will forward the request/investigation details via the Cost Share Mailbox to Scott Larson and Bridget Montour.

- i. David should cc DoIT personnel: Dustin Cote, Sean Nangle, Brad Bruegger, Sashi Golagani.
- b. Scott Larson then will work to determine if this is a CSBO bug or if there is another explanation. Upon completion of the investigation, Scott will either:
 - i. Set up a JIRA to report system bugs; or
 - ii. Send an email to the Cost Share mailbox to explain the situation/suggest fixes
- c. The CSWG then will be responsible to communicate back with campus. If there are system bugs, then the CSWG will devise a plan to rectify the situation. If there are user errors or data entry errors, the CSWG will work with campus to prevent these in the future.

FLOWCHART



Cost Share Status & Error Codes

| STATUS CODE | STATUS DESCRIPTION | CAUSE |
|------------------------------------|--|--|
| N - "New Row" | New cost share row, not yet calculated | Award/Project Set up, Adding a new person later on.... |
| D - "Distributed" | Distributed cost share row – successfully calculated for all existing pay periods within the cost share timeframe. | Cost share calculation process ran successfully (Posted to Proj_Resource). |
| E - "New Row Not Found" | Salary cost share row not yet successfully calculated. No payroll data exists for the employee during the cost share timeframe. This error will only appear after 40 days of not finding a salary row in the payroll data. | Cost share calculation process produced an error and did not post to Proj_Resource due to salary rows not being available. (Payroll did not occur, salary transfer did not post yet, and/or the staging tables have not been updated) |
| C - "New Row Insufficient Funding" | New row not previously calculated. Employee has payroll data, but not a high enough percentage of gross pay to support the desired funding of cost share for the employee for a particular pay period. | Cost share calculation process produced an error and did not post to Proj_Resource due to there not being enough funding available in the source fund to cover the cost share portion. |
| S - "Distrib Insufficient Funding" | Previously Distributed. In a new or adjusted pay period, employee has payroll data, but not a high enough percentage of gross pay to support the desired funding of cost share for the employee for a particular pay period. | Cost share calculation process ran successfully in prior calculation, but now is not posting to Proj_Resource due to there not being enough funding available in the source fund to cover the cost share portion. (Salary transfer posted removing some or all of the funds, check correction posted...) |
| F - "Distrib Not Found" | Error for a salary cost share row previously Distributed, but no new payroll for the employee. This error will appear after 40 days of not finding a salary row in the payroll data. | Cost share calculation process ran successfully in prior calculations, but now is not posting to Proj_Resource due to salary rows not being available. (Payroll did not occur, salary transfer did not post yet, and/or the staging tables have not been updated) |
| Z - "Zero Row" | Salary cost share row with a zero CS %. | When a cost share scheduled row is entered for a person with a 0 percent being cost shared |
| R - "Reversed Row" | Salary cost share row that has been reversed. | Reversals are necessary for backing out cost share data or to make corrections in a particular row. New rows are scheduled with corrected information |

Troubleshooting Tips

1. In any instances when payroll cost share errors occur (either via the error list or campus calls), RSP CSWG should begin the following investigation steps (also see CSWG Business Process #8 for further details):
 - a. Go to WISDM and do an SFD transactions search. You can search by name.
 - b. Sort the information by Appt ID and export to excel
 - c. Do a subtotal on the Calc ID
 - d. Sum the transaction amounts
 - e. Add a column with a formula to figure out the percentages
 - f. Check on the next fiscal years to review if there are addl issues with salary or SCT's
 - g. Check the SFS Extensions for the commitments entry
 - h. Check the Report tools – query manager (UW_GM_CS_Project_empID) to see what CS was calc'd
2. Distributed flag does not mean things are all setup and okay. It means the last time that CS ran, that the value is "distributed". This could mean that in October 2010, seeing distributed means that Sept 2010 ran and distributed, but it doesn't indicate anything for August 2010 or before. And, there could be errors before then.
DoIT may provide a query to show different statuses where there is distributed with prior errors or distributed w/o prior errors remaining.

CSWG will need to clear error list monthly (or more frequently).

3. CSBO system rounds to 8 decimal places. 4.99 does not round and does not calculate 5% cost share. This will error.