Denials Analysis – Student Transactions

*All data as of December 18, 2020
Direct Hire Form (DHF) Denials

Student Hiring - Fall 2020
(Aug – Dec)

- Incorrect FTE: 89
- Missing EMPLID: 76
- Effective Date: 42
- Should be transfer: 38
- Position occupied: 34
- Employee Hired: 24
- Duplicate Request: 21
- Approval path issue: 17
- Incorrect Info: 14
- Paygroup discrepancy: 14
- Incorrect use of DHF: 8
- Incorrect Transaction: 8
- FWS Eligibility: 6
- Miscellaneous: 8

Total: 90
Top 5 DHF Denials for Fall 2020

- Incorrect FTE (Max Hours Exceeded) – 29%
- Missing Employee ID (rehire) – 24%
- Incorrect Effective Date – 14%
- Should be transfer – 12%
- Position occupied – 11%

- Total # Denials = 311
Add/Change Position Denials

Student Hiring - Fall 2020
(Aug – Dec)

- Effective Date: 411
- Action Reason Code: 106
- Incorrect / Missing Info: 58
- Pay Group: 41
- FTE / Allocation of Hours: 38
- Add New Position: 32
- Denial Requested: 21
- Incorrect Transaction: 16
- Data Discrepancy: 15
- Update Funding: 12
- Duplicate Transaction: 4
- Change Existing Position: 4
- Incorrect Job Title: 4
- Incorrect Job Code: 6
- Two Transactions: 6
- Action Reason Code: 411

Total: 411
Top 5 Add/Change Position Denials for Fall 2020

• Incorrect Effective Date – 53%
• Incorrect Action Reason Code – 14%
• Incorrect / Missing Information – 8%
• Incorrect Paygroup – 5%
• Incorrect FTE (maximum hours exceeded) – 5%

• Total - 771
Manager Self-Service (MSS) Transactions Denials

Student Hiring - Fall 2020
(Aug – Dec)

Incorrect Action Reason Code

- Incorrect Position
- Not Applicable
- Policy Violation - General
- Incorrect Term Date
- Policy Violation - FTE
- Position Currently Occupied
- Processed by Other Transaction
- Denial Requested
- Policy Violation - Pay
- Incorrect Transaction Approver
- Incorrect Effective Date
- Incorrect / Missing Info
- Incorrect Transaction
- Duplicate Request - Already Termed
- Policy Violation - Transaction Approver
- Duplicate Request
- Incorrect Action Reason Code

Counts:
- Incorrect Position: 1
- Not Applicable: 2
- Policy Violation - General: 3
- Incorrect Term Date: 3
- Policy Violation - FTE: 4
- Position Currently Occupied: 5
- Processed by Other Transaction: 10
- Denial Requested: 11
- Policy Violation - Pay: 29
- Incorrect Transaction Approver: 42
- Incorrect Effective Date: 66
- Incorrect / Missing Info: 77
- Incorrect Transaction: 86
- Duplicate Request - Already Termed: 95
- Policy Violation - Transaction Approver: 98
- Duplicate Request: 112
- Incorrect Action Reason Code: 182
Top 6 MSS Transaction Denials for Fall 2020

- Incorrect Action Reason Code – 22%
- Duplicate Request – 14%
- Policy Violation – Transaction Approver – 12%
- Duplicate Request – Already Termed – 12%
- Incorrect Transaction – 10%
- Incorrect / Missing Information – 9%

- Total = 826
Common Reasons for Denials Across All Transactions

Action Reason Code
Supporting Information or Documentation
Effective Date

FTE
Duplicate Transaction