ISSDM00219708

Duplicate benefit Records due to benefit recalculation life event

***Overall Impact:***

* It will create duplicate records every year.
* Updating incorrect duplicate benefit records while receiving any further life event.
* Creating problem while doing full compare b/w Lawson and MW.
* Will create problem while doing full compare HCM Cloud vs MW.

***Issue Details & Root Cause***:

We observed that Benefit Recalculation Life Event on 2-Jan is creating duplicate benefit records for Employer based plans (e.g. Basic Life AD&D, Long Term & Short Term Disability) in the MW due to receiving of HCM Deduction Start Date different from the HCM Deduction start date received in Open Enrollment Life Event. Highlighted in Pink are duplicate benefit records of Employee #400694 for FY 2020. Please find below the replication steps for more details.

* Received Benefit Records on 22nd Nov as Open Life event in FULL FILE processing.
* Received Benefit Records on 3rd Jan as Benefit Coverage Recalculation Life Event
* Since deduction start date was different and system is using HCM deduction start as one of key fields to identify benefit record uniquely hence it could not find the record in MW and ended up duplicate record.

**Proposed Solution:**

***Remove the HCM Deduction start date as one of key field to identify benefit record uniquely in Benefit Master but keep continue considering HCM Deduction start date to derive Lawson Benefit Start Dat. It forces system to update the existing benefit record instead of adding duplicate record.***

***Current Benefits (Production) of #400694 (having duplicates):***

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **PERSON\_NUMBER** | **PLAN\_TYPE (asc )** | **PLAN** | **LAWSON\_ID** | **BEN\_START\_DATE** | **LSN\_PLAN\_TYPE** | **LSN\_PLAN\_CODE** | **DED\_START\_DATE** | **BEN\_STOP\_DATE** | **DED\_STOP\_DATE** | **LIFE\_EVENT\_NAME** | **LIFE\_EVENT\_DATE** | **LSN\_BEN\_START\_DATE** | **LSN\_BEN\_STOP\_DATE** | **LSN\_DED\_START\_DATE** |
| 1.01E+08 | Basic AD&D | Basic AD&D | 400694 | 01-Jan-19 | EL | 2007 | 02-Jan-20 |  |  | Benefits Coverage Recalculation | 02-Jan-20 | 01-Jan-20 |  | 01-Jan-20 |
| 1.01E+08 | Basic AD&D | Basic AD&D | 400694 | 01-Jan-19 | EL | 2007 | ######## |  |  | Open | 01-Jan-20 | 01-Jan-20 |  | 01-Jan-20 |
| 1.01E+08 | Basic AD&D | Basic AD&D | 400694 | 01-Jan-19 | EL | 2007 | 01-Jan-19 | 01-Jun-20 | 01-Jun-20 | Termination | 01-Jun-20 | 01-Jan-20 | 01-Jun-20 | 01-Jan-20 |
| 1.01E+08 | Basic Life Insurance | Employer Paid Basic Life Insurance | 400694 | 01-Jan-19 | EL | 2000 | ######## |  |  | Open | 01-Jan-20 | 01-Jan-20 |  | 01-Jan-20 |
| 1.01E+08 | Basic Life Insurance | Employer Paid Basic Life Insurance | 400694 | 01-Jan-19 | EL | 2000 | 01-Jan-19 | 01-Jun-20 | 01-Jun-20 | Termination | 01-Jun-20 | 01-Jan-20 | 01-Jun-20 | 01-Jan-20 |
| 1.01E+08 | Basic Life Insurance | Employer Paid Basic Life Insurance | 400694 | 01-Jan-19 | EL | 2000 | 02-Jan-20 |  |  | Benefits Coverage Recalculation | 02-Jan-20 | 01-Jan-20 |  | 01-Jan-20 |
| 1.01E+08 | Long Term Disability | Long Term Disability | 400694 | 01-Jan-19 | DI | 5000 | ######## |  |  | Open | 01-Jan-20 | 01-Jan-20 |  | 01-Jan-20 |
| 1.01E+08 | Long Term Disability | Long Term Disability | 400694 | 01-Jan-19 | DI | 5000 | 02-Jan-20 | 01-Jun-20 | 01-Jun-20 | Termination | 01-Jun-20 | 01-Jan-20 | 01-Jun-20 | 01-Jan-20 |
| 1.01E+08 | Short Term Disability | Short Term Disability | 400694 | 01-Jan-19 | DI | 5002 | ######## |  |  | Open | 01-Jan-20 | 01-Jan-20 |  | 01-Jan-20 |
| 1.01E+08 | Short Term Disability | Short Term Disability | 400694 | 01-Jan-19 | DI | 5002 | 02-Jan-20 | 01-Jun-20 | 01-Jun-20 | Termination | 01-Jun-20 | 01-Jan-20 | 01-Jun-20 | 01-Jan-20 |
| 1.01E+08 | Voluntary Life | Employee Paid Voluntary Life | 400694 | 01-Jan-20 | EL | 2001 | 01-Jan-20 | 01-Jun-20 | 01-Jun-20 | Termination | 01-Jun-20 | 01-Jan-20 | 01-Jun-20 | 01-Jan-20 |
| 1.01E+08 | Voluntary Life | Employee Paid Voluntary Life | 400694 | 01-Jan-20 | EL | 2001 | 02-Jan-20 |  |  | Benefits Coverage Recalculation | 02-Jan-20 | 01-Jan-20 |  | 01-Jan-20 |

***Replication steps in HRQA (Before Fix):***

* Remove all 2020 benefits from master for test employee #400694.
* Test the Open Enrollment Record received during Open enrollment Window period
  + Mark Open Enrollment Flag >>> N
  + Mark the Status as “A” for CCL\_PERSON\_BENEFITS\_20191107\_065318
  + Run the STG\_TO\_MSTR in debug mode.
  + All the records must be marked as “E”.
* Process the Open Enrollment records received in the Open Enrollment FULL File
  + Mark Open Enrollment Flag >>> F
  + Mark the Status as “F” for CCL\_BENEFITS\_OPEN\_ENROLLMENT\_2020\_1
  + Run the ***STG\_TO\_MSTR\_OE*** in debug mode.
  + All the records must be processed and inserted into Benefit Master and Posted in Lawson with Benefit Start Date as 01-01-2020.
* Process the Benefit  records received in the Benefit Recalculation Life Event
  + Mark Open Enrollment Flag >>> C
  + Mark the Status as “A” for CCL\_PERSON\_BENEFITS\_20200103\_071332
  + Run the ***STG\_TO\_MSTR***  in debug mode.
  + All the records must be processed and inserted into Benefit Master and Posted in Lawson with Benefit Start Date as 01-01-2020 and deduction start date as ’01-02-2020’.
  + Duplicate records must be there.
* Process the Benefit Termination records received in the Benefit Termination Life Event
  + Mark Open Enrollment Flag >>> C
  + Mark the Status as “A” for CCL\_PERSON\_BENEFITS\_20200602\_063513
  + Run the ***STG\_TO\_MSTR***  in debug mode.
  + All the records must be updated in Benefit Master having 01-01-2020 as LSN\_BEN\_START DATE and ’01-01-2020’ as Deduction Start Date.
  + And leave the duplicate record having 01-02-2020 as deduction start date as Open End Dated.
  + **Duplicate records must be there**.

***Replication Steps in HRQA (After Fix):***

* Remove all 2020 records from master for test employee #400694.
* Test the Open Enrollment Record received during Open enrollment Window period
  + Mark Open Enrollment Flag >>> N
  + Mark the Status as “A” for CCL\_PERSON\_BENEFITS\_20191107\_065318
  + Run the STG\_TO\_MSTR in debug mode.
  + All the records must be marked as “E”.
* Process the Open Enrollment records received in the Open Enrollment FULL File
  + Mark Open Enrollment Flag >>> F
  + Mark the Status as “F” for CCL\_BENEFITS\_OPEN\_ENROLLMENT\_2020\_1
  + Run the ***STG\_TO\_MSTR\_OE*** in debug mode.
  + All the records must be processed and inserted into Benefit Master and Posted in Lawson with Benefit Start Date as 01-01-2020.
* Process the Benefit  records received in the Benefit Recalculation Life Event
  + Mark Open Enrollment Flag >>> C
  + Mark the Status as “A” for CCL\_PERSON\_BENEFITS\_20200103\_071332
  + Run the ***STG\_TO\_MSTR***  in debug mode.
  + All the records must be processed and inserted into Benefit Master and Posted in Lawson with Benefit Start Date as 01-01-2020 and deduction start date as ’01-02-2020’.
  + **Duplicate records must not be there.**
* Process the Benefit Termination records received in the Benefit Termination Life Event
  + Mark Open Enrollment Flag >>> C
  + Mark the Status as “A” for CCL\_PERSON\_BENEFITS\_20200602\_063513
  + Run the ***STG\_TO\_MSTR***  in debug mode.
  + All the records must be updated in Benefit Master having 01-01-2020 as LSN\_BEN\_START DATE and ’01-01-2020’ as Deduction Start Date.
  + **Duplicate records must not be there.**

***Benefits of #400694 (After Fix no duplicate records):***

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **PERSON\_NUMBER** | **PLAN\_TYPE (asc )** | **PLAN** | **LAWSON\_ID** | **BEN\_START\_DATE** | **LSN\_PLAN\_TYPE** | **LSN\_PLAN\_CODE** | **DED\_START\_DATE** | **BEN\_STOP\_DATE** | **DED\_STOP\_DATE** | **LIFE\_EVENT\_NAME** | **LIFE\_EVENT\_DATE** | **LSN\_BEN\_START\_DATE** | **LSN\_BEN\_STOP\_DATE** | **LSN\_DED\_START\_DATE** |
| 101001792 | Voluntary Life | Employee Paid Voluntary Life | 400694 | 01-Jan-19 | EL | 2001 | 22-Feb-19 |  |  | Benefits Coverage Recalculation | 01-Jan-20 | 01-Jan-20 |  | 01-Jan-20 |
| 101001792 | Long Term Disability | Long Term Disability | 400694 | 01-Jan-19 | DI | 5000 | 22-Feb-19 |  |  | Benefits Coverage Recalculation | 01-Jan-20 | 01-Jan-20 |  | 01-Jan-20 |
| 101001792 | Basic AD&D | Basic AD&D | 400694 | 01-Jan-19 | EL | 2007 | 22-Feb-19 |  |  | Benefits Coverage Recalculation | 01-Jan-20 | 01-Jan-20 |  | 01-Jan-20 |
| 101001792 | Short Term Disability | Short Term Disability | 400694 | 01-Jan-19 | DI | 5002 | 22-Feb-19 |  |  | Benefits Coverage Recalculation | 01-Jan-20 | 01-Jan-20 |  | 01-Jan-20 |
| 101001792 | Basic Life Insurance | Employer Paid Basic Life Insurance | 400694 | 01-Jan-19 | EL | 2000 | 22-Feb-19 |  |  | Benefits Coverage Recalculation | 01-Jan-20 | 01-Jan-20 |  | 01-Jan-20 |
| 101001792 | Voluntary Life | Employee Paid Voluntary Life | 400694 | 01-Jan-20 | EL | 2001 | 02-Jan-20 | 31-Dec-12 | 31-Dec-12 | Benefits Coverage Recalculation | 02-Jan-20 | 01-Jan-20 | 31-Dec-12 | 01-Jan-20 |