File Questionnaire

This page contains a list of questions we should ask either the vendor or internal TriNet department (business) for each new file request we receive.

Vendor Questions

1. Can you provide a sample file and/or sample data?
2. What is the naming convention for test and production files?
3. What is the file format? (delimited, fixed width, Excel, 834, etc.)
4. What are the fields in their files?
5. What are the data types and length of the file's fields?
6. What is the logic for any calculated fields?
7. Does one or a set of columns compose a unique key for each record?
8. Should we send the full population on each file or only the changed records? (Full vs change file).
9. If sending a change file, what happens when we send a record having the same "key" as a record on the previous file? Do you overwrite, accumulate, error, etc?
10. How often should we send the file? On which days of the week?
11. Can we PGP encrypt the file? If yes, please provide your public PGP key. If you prefer we sign files we will provide you our public key.
12. What transmission methods do you support? We can send via FTP (only if using PGP encryption), FTPS(FTP over SSL), SFTP(FTP over SSH) or SCP (SSH). For SSH we can authenticate by username and password or provide you our public SSH key.
13. Do you have different servers for test and production files?
14. Full file or change file?
    a. Primary key if change file.
15. Logic for calculated fields.
16. File frequency (daily, weekly, monthly, etc.)
17. Will this file use an existing file transfer (example: FTP) account / credentials?
18. Is the file encrypted (transport is always encrypted)?
    a. If yes, and public keys are used, exchange public keys.
19. Termination logic.
    a. If a record disappears from the file without an explicit term status/date, does the receiving system term the record?
    b. Do they want us to put terminations in the file?
    c. If they want terminations in the file, how long are they included in the file (time, number of files)?
    d. Can we send records with future termination dates?
20. If the file contains a data issue (for example, a birth date in the future), do you reject that one record or the entire file?

Vendor 834 Questions

1. Do you have a companion document you can provide?
2. What values should we use for the Interchange Receiver ID, Interchange Receiver ID Qualifier and Application Receiver Code?
3. Can we send a file with new lines after each segment?
4. Should we send the QTY segments?
5. OE questions:
    a. If an EE has no OE changes, should we continue to send with a Benefit Begin date prior to the OE date or should we send with a Benefit Begin date equal to the OE date?
    b. Can we send records with a Benefit End date prior to the OE date?
6. Can Benefit End dates fall on any day or must they always be the last day of the month?
7. How should we send a term on a member that waived coverage and should not have been on the file?
8. Do you have a Master Policy Number that you want us to display in REF*38 Loop 1000.

Business Questions

1. What EE population should appear on the file and how should we filter (by peo_id, pf_corp, etc)?
2. If an EE or Company changes in a way so that they will no longer appear on the file, how should they appear on the file? For example, if a company switches to a peo_id not included on the file, should we send them as termed, list them on an exceptions report, etc?
3. Who is responsible for any data issues found on the file?

Business 834 Questions

1. What plan types and/or vendor ids should appear on the file?
2. What is the format of the group number stored in ps_t2_map_vndr_grp? If applicable, how should we split/parse the group number so it appears on the file?
3. If the companion doc makes no mention of sending emplid and we want to send it, which segment should we put it in?
4. What values should we use for the Interchange Sender ID, Interchange Sender ID Qualifier and Application Sender Code?
5. OE questions:
    a. If we cannot send records with a Benefit End date prior to the OE date, should we list these EEs on the exception report?
    b. If we cannot send records with a Benefit Begin date prior to the OE date, and an EE makes a change prior to the OE date while we are sending OE files, should we list these EEs on the exception report?
6. If termination dates must always be on the last day of the month, how should we handle termination dates that are not the last day of the month?
7. If the file generation process detects any data issues (for example, a bad group number), how would you like the process to proceed? Log error or warning? Drop member?