
**South Dakota Board of Regents
Customization Id: SDBOR 008
Banner® Human Resources
Expenditure Payroll Data File
Functional Specification**

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Version: 4.06

Last Revision Date: 11/9/2007

Create Date: 11/6/2006

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1 Functional Requirement 1: Ability to interface expenditure payroll transaction data from Banner® HR

1.1 Introduction

The South Dakota Board of Regents (SDBOR) must send Payroll expenditure transaction data electronically to the state. This file is referred to as the BFM file.

SDBOR is requesting a custom process be created that produces the BFM file from Banner® HR for their State reporting needs.

This functional specification document represents the outcome of an iterative review process. It is considered a product-planning document and does not represent a commitment to develop the described software changes in the manner presented. SunGard Higher Education reserves the exclusive right to determine, in its sole discretion, the enhancements to be developed by SunGard Higher Education and the manner in which they are developed.

1.2 Overview

SunGard Higher Education will develop a batch export file from Banner® HR to the state database in order to send the appropriate expenditure information to the state.

1.3 Scope

SunGard Higher Education will develop a custom process that extracts employee information, including deductions and produces the required State BFM file.

1.3.1 Product Release

Module	Release Number
Banner Position Control	7.2 [M.C.: 4.0]

Enter the minimum required release information for this modification.
For example,

Module	Release Number
Banner Human Resources	7.1.1
Banner Position Control	7.2

1.3.2 Assumptions

1.3.2.1 Contractual Assumptions

1. All customizations will be developed and delivered in SCT Banner® Human Resources 7.1.1 and Banner® Position Control 7.2.
2. Objects not mentioned in this Statement of Work are outside the scope of the proposed solution. Any change in scope will be handled with a Change Request and a re-evaluation of effort.
3. SunGard SCT will deliver efficient, well-formed code, analyzed for optimal performance according to Oracle and SunGard SCT standards.
4. A single point of contact from the Client will be identified for communication during the project. This single point of contact will be responsible for all communication with SunGard SCT, including the review and approval of project deliverables and formal acceptance of the final product.
Client approval will be required on the following documents:
 - a. Statement of Work
 - b. Milestone Document
 - c. Functional Specification
 - d. Sign Off/Acceptance
5. Failure to meet milestone dates as agreed upon in the milestones document could present a jeopardy to the project.
6. The Client will provide SunGard SCT with an Acceptance Test Plan that will determine whether or not the customization meets the requirements outlined in the functional specification.
7. SunGard SCT will test the customization prior to delivery; however, it is the responsibility of the Client to thoroughly test the customization within the testing period allowance (30 days from the date of delivery of the customization).
8. The project will be considered accepted and complete 30 days from initial delivery, if there are no outstanding defects and a signed acceptance agreement has not been obtainable. However, a signed acceptance agreement is required before any modification is eligible for maintenance through Customization Services.
9. The Client is responsible for the installation of the software delivered by SunGard SCT.
10. The Client is responsible for data set up required by the customization.
11. End user training, beyond the delivered documentation, is not part of this estimate.
12. Maintenance is not included in this Statement of Work. After original project sign off is submitted, a separate maintenance agreement is required if the Client wishes to put the customization under a maintenance contract.
13. SunGard SCT will perform all work off campus. On-site, campus visits are outside the scope of this estimate.
14. Travel and expenses are not included in the estimate of effort associated with this document

1.3.2.2 Process Assumptions

15. Lawson ID, ID from Dakotacare, Regent System ID must all be loaded into Banner® Human Resources and associated with appropriate Name Types.
16. Loading of the Lawson ID, ID from Dakotacare, Regent System ID is outside the scope of this project.
17. Transfer of the files between Banner® and the State is determined by SDBOR. File transfers are outside the scope of this project.

18. There are no required modifications to Banner HR.
19. All files will be in ASCII text format. There will be no packed fields.
20. If the field is numeric the entire field would be populated with a numeric value with the left side padded with 0's for that field entire length.
21. Filler fields should contain spaces for the entire field length.
22. Any negative numbers will be a negative value representation.
23. Banner HR will be the authoritative source for the data.

1.3.3 Exclusions

1.3.4 Concerns

1.3.5 Terminology

1.3.6 Security

All objects for this modification will invoke the standard Banner® object level security. Site Policy Impact

1.3.7 Site Policy Impact

1.4 **Functionality**

1.4.1 Functional Process Flow

This process is run after the payroll is at disposition 70.

1.4.2 New Human Computer Interactions (HCI)/Forms

CR 008 addition

New Rule Form – Earnings for FTE (PZREFTE)

Rather than hard code the eligible earn codes as was done in the original version of the program a new form will be created, 'Earnings for FTE' (PZREFTE), to list the earn codes that will apply toward the calculation of hours worked. The new form will be a simple listing of earn codes.

There will not be an ability to 'effective date' or otherwise keep a history of changes, the form will simply list the current Earn Codes to be included in the calculation. There will not be a key block for the form. The form will include a table similar to the following:

Earn Code	Description	UserID	Activity Date
REG	Regular Earnings	ESCHW	02-JUL-2008
HOL	Holiday	ESCHW	02-JUL-2008
etc			

The Earn Code field will allow Insert, Update and Delete, and will provide a look up to existing Earn Codes.

The Description field will populate automatically based on the Earn Code entered.

The UserID & Activity Date will be populated automatically by the form.

1.4.3 Modified Human Computer Interactions (HCI)/Forms

N/A

1.4.4 New Web Applications

N/A

1.4.5 Modified Web Applications

N/A

1.4.6 New Processes

N/A

1.4.7 Modified Processes

N/A

1.4.8 New Reports**1.4.8.1 BFM Payroll Expenditure Distribution File (NZRBPED)**

The new report BFM Payroll Expenditure Distribution File will be run after each payroll. This is an expense distribution file that passes the expense information to GL. This is the information that Banner uses in its GURFEED processing. However, GURFEED processing is rolled up and summed when it is fed over to the GL in Banner Finance.

SDBOR needs this information fed to the state at the detail level. The detail level is used to calculate FLSA overtime, and prorate overtime and employer paid expenses out against the different expense distributions for the employee.

CR 006 SDBOR needs the ability to interface corrections for a prior pay period without feeding original pay events or previously fed corrections for that pay period. CR 006

CR 003 CR 005 The Payroll Expenditure Distribution report (NZRBPED) will be modified to report all Credit Amounts (where NHRDIST_DR_CR_IND = C) as negative amounts. Similarly, all credit amounts will be treated as negative numbers in calculations. CR 005

CR 003

The process will select and report only Employee and Employer deduction amounts as identified by the rule codes set up on the Finance Interface Rule form (NTRFINI). Deduction amounts associated with the Employee Deductions Liability Rule code (NTRFINI_RUCL_CODE_LIAB_EMPLEE) and the Employer Fringe Payroll Expense Rule Code (NTRFINI_RUCL_CODE_EXP_BENE) only will be reported. CR 003

CR 004

The South Dakota Board of Regents (SDBOR) wants the ability to run the Payroll Expenditure Distribution report (NZRBPED) after the financial information for a payroll has been fed to Finance; that is, when records are at Disposition 70.

To meet this need the Payroll Expenditure Distribution report (NZRBPED) will be modified to select and report data from the NHRDIST table rather than NHRFINC. All references to NHRFINC will be changed to NHRDIST.

This change does not affect the data being extracted, the format of the data or the selection criteria.

The NZRBPED process will read the Banner Fund respective attributes to derive the associated Company and Center codes. The State interface process will read the Banner Account attribute to derive the associated State Account information. The process will read the respective Banner Fund attributes State Account User and State CO & Special and “overlay” or replace the value derived from the Banner Account attribute.

FTMFATA will be loaded to identify any needed State Reporting elements that tie to specific FOAPAL elements.

Company Codes will be associated with the Banner® Fund. Attributes will be used to track this information. The Attribute Type will be “STATECO” for “State Company” and the Attribute Values will be the code and description of the Company Codes. Valid for Funds only.

Center Codes will be associated with the Banner® Fund. Attributes will be used to track this information. The Attribute Type will be “STATECE” for “State Center” and the Attribute Values will be the code and description of the Center Codes. Valid for Funds only.

State Account Codes will relate to expense accounts in Banner®. Attributes will be used to track this information. The Attribute Type will be “STATESA” for “State Account” and the Attribute Values will be the code and description of the State Account. Valid for Accounts only.

This report is run after the payroll is at disposition 70. CR 004

CR 006

Processing for the Corrections run:

1. When the Process Mode parameter is set to ‘C’orrections only transaction in NHRDIST with NHRDIST_SEQ_NO greater than 0 will be reported; and data for those transactions will be copied to the new NZRDIST table and the Fed Date will be updated with the System Date. On subsequent ‘C’orrections runs for the same Pay Period only transactions in NHRDIST with NHRDIST_SEQ_NO greater than 0 that do NOT exist in the NZRDIST table will be reported.
2. When the Process Mode parameter is set to ‘M’onthly only transactions with NHRDIST_SEQ_NO equal to 0 will be reported; and the NZRDIST table will NOT be updated. If the process is re-run for the same Pay Period with the Parameter set to ‘M’onthly, all transactions will be sent again. Note: as of CR 008 the NZRDIST table is updated with Seq No ‘0’ but only for a single pidm ‘0’ and the presence of this record will not prevent the Monthly process to be re-run.

3. When the Pay Number parameter is blank and the Process Mode equals 'C'orrections, the process will select all correction transactions (seq number greater than 0) that have not be previously reported regardless of the Pay No. When a number is entered in the Pay Number parameter only corrections for the Pay Number entered will be reported. If the Pay Number Parameter is left blank and the Process Mode parameter is set to 'M'onthly the process will abort and report an error: 'When reporting 'M'onthly Pay Events you must select a specific Pay Number.
4. The state does not want to see transactions reported if the net result is zero. For example, on a 'reissue' that creates a void & a new check, no records should be sent to the state. Said another way: In the case where all transactions for the same benefit, Rule Code, Fund & Acct for an employee net to 0.00 the benefit will not be reported. And, if all Earnings with the same earn code, Rule Class, Func And Account net to 0.00 the earnings should not be reported. If all benefits & all earnings for an employee net to 0.00 the Employee will not be reported
5. In the case where an employee has corrections (adjustments) for multiple pay periods the process will report the Employee Record once and sum up all the deduction amounts for the same deduction, Rule Class, Fund and Account in 1 record. For example, if an employee has 2 adjustments (2007, MN, 7, Seq No: 1 & 2007, MN, 8, Seq No: 1) which both add \$100 to a deduction, the deduction should be reported once as \$200. And, in line with issue 1 above, if the net result of 2 deductions is 0.00 the deduction will not be reported. Similarly, all Earn Codes with the same Rule Code, Fund and Account will be added together
6. For corrections runs where the Pay Number parameter is blank the process will report the Pay Date, End Date, and EMP status based on the end date of the most recent pay period (i.e. the one with the greatest pay period end date)

CR 006

1.4.8.1.1 Parameters

Seq	Parameter	Required	Multiple /Single	Data Type	Length	Description	Default Values	Validation
1	Lawson ID Name Type	Required	Single	Varchar2	4	Enter value for Lawson ID Name Type	STTE	GTVNTYP
2	Health/Wellness ID Name Type	Required	Single	Varchar2	4	Enter value for Health Wellness ID Name Type	HLTH	GTVNTYP
3	Payroll Year	Required	Single	Number	4	Enter Payroll Year; YYYY		
4	Payroll ID	Required	Single	Varchar2	2	Enter the Payroll ID; press LIST for valid values.		PTRPICT
5	Payroll Number	Required	Single	Number	2	Enter Payroll Number, for Corrections run leave blank to report all pay periods		PTRCALN
6	Hours per fiscal year **	Required	Single	Number	4	Enter total Hours for the Fiscal Year i.e. 2080		
7	Process Mode	Required	Single		1	Enter 'M'onthly or 'C'orrections		M, m, C, c

**Parameter 6 – Hours Per Fiscal Year – With the addition of CR 008, the Hours per Fiscal year has now been 'hard coded' into the program. See table below. As a result the program will use the Hours per Fiscal Year from the table below based on the Employee Class and Factor associated with an Employee's

Job. If the ECLS & Factor do NOT match any of the values in the table then the value from Parameter 6 – Hours per Fiscal Year will be used.

Job Emp Class	Job Factor	Hours per Fiscal Year
15	9	1560
16	10	1733.33
17	11	1906
21	< 10	1560
21	> 10	1733.33
01	ALL	2080
03	ALL	2080
07	ALL	2080
28	ALL	2080
32	ALL	2080
18	<=9	1560
18	<=10	1733
18	<=11	1906
18	<=12	2080

1.4.8.2 File Naming Convention

When records are found, the data files naming convention will include date/timestamp concatenated to the name of the job's output file. This will insure correct reporting to the State and will insure that no file will be overwritten.

The payroll expenditure file example would be PAY200607181415.DAT -- for 18-Jul-2006 at 14:15 when run.

1.4.8.2.1 File Layout

BOP Field	Length	Special Edits	BANNER Field	Type	Description	Edit Notes
Lawson Employee ID	9	1- 9	SPRIDEN_NTYP_CODE and 2. SPRIDEN_ID	Numeric	Employee ID tied to by state (Lawson ID)	This will be the ID associated with name type that is in the Lawson ID parameter.
DakotaCare Employee ID	9	10 - 18	SPRIDEN_NTYP_CODE and 2. SPRIDEN_ID	Numeric	Health ID tied to by state (Health/Wellness ID)	This will be the ID associated with name type that is in the Health/Wellness ID parameter. File will need 9 characters. Must convert the first character from H to 1 when export file is created.
Regents Employee ID	9	19 - 27	SPRIDEN_ID	Alpha/Numeric	Employee ID tied to an employee (Banner ID)	This is the current ID and would have a null change indicator and null name type.
COMPANY	4	28-31	Calculated based on a fund attribute	Alpha		Calculated based on a fund attribute
ACCOUNT	18	32 – 49	Calculated based on an acct attribute			Calculated based on an acct attribute
CENTER	12	50 – 61	Calculated based on a fund attribute			Calculated based on a fund attribute
END_DATE	8	62 – 69				This is selected from the pay number parameters entered and is the PTRCALN_END_DATE
PAY_DATE	8	70 – 77				This is selected from the pay number parameters entered and is the PTRCALN_CHECK_DATE, if sequence number greater than 0 get pay date from PHRDOCM_DOC_DATE
EMP_STATUS	2	78 - 79	PEBEMPL_EMPL_STATUS		Active, LOA, Terminated	PEBEMPL_EMPL_STATUS, all statuses

BOP Field	Length	Special Edits	BANNER Field	Type	Description	Edit Notes
POSITION	12	80 – 91	NHRDISTNHRDIST_POSN		Pull all positions with respect to this payroll	NHRDIST_POSN
JOB_CODE	9	92 – 100	NHRDIST_POSN, go to NBBPOSN and pull NBBPOSN_PCLS_CODE			NBBPOSN_PCLS_CODE
PAY_CODE	4	101 – 104	NHRDIST_EARN_CODE		Need to show all of the earn codes with amounts.	NHRDIST_EARN_CODE
DED_CODE	4	105 – 108	NHRDIST_BDCA_CODE		Need to show all of the deduction codes with amounts.	NHRDIST_BDCA_CODE
HOURS	9	109 – 117	NHRDIST_HRS		Need to show total hours worked for Exempt and Nonexempt.	NHRDIST_HRS , Actual hours with decimals, debits will be indicated as positive amounts and credits with negative amounts
AMOUNT	9	118 – 126	NHRDIST_AMT			NHRDIST_AMT , Show amounts with decimals
FTE_HOURS	9	127-135		calculated	Total FTE hrs are reported on each applicable earn code row but are the totals for all earn codes. CR 007 – Earnings associated with Overload jobs are excluded from the FTE calculation.	CR 008 changed the calculation of FTE hours, see notes below.

CR 008
Calculation of FTE Hours

SDBOR plans to change their timesheet data entry procedures to take advantage of Banner's ability to 'automatically' calculate Overtime by week based on time entered. This change will change the way work-time is stored such that overtime hours will not be stored in a separate earn code but rather stored using the 'Regular Earnings' code paid at a different hourly rate. Note: This change/new time entry method will only apply to Jobs that are eligible for Overtime. In Banner those jobs can be identified as those in an Employee Class where the FLSA Method (PTRECLS_FLSA_IND) is not equal to 'N'. The old method will apply if the FLSA = N.

Previously, the NZRBPED program calculated an employee's FTE based on the hours associated with the following earn codes: REG, HOL, ALT, SLT, PLT, ADM, EDU, and CJL. (Overtime earn code is not included) In other words, earnings associated with the overtime earn code were NOT included in the FTE calculation. With the change in data entry procedures described in the 1st paragraph, overtime earnings will no longer be reported with a separate earn code and therefore would improperly be included in the FTE Calculation since they will be reported as Regular Earnings.

With implementation of CR 008, the FTE calculation in the NZRBPED program was modified to limit the hours included in the FTE calculation to the "job's standard hours per week" calculated as the Job's Hrs Per Day * 5, per week (i.e. 20 for a full time employee working 4 hrs per day). To accomplish this, the process will add up the hours associated with the eligible earn codes (see new form PZREFTE) for each 7 day work-week, and limit each week to no more than the "job's standard hours per week".

This FTE calculation will only be applied to jobs in Employee Classes where the FLSA Method (PTRECLS_FLSA_IND) is NOT equal to 'N'. If the job's FLSA Method = N the employee will not enter time by day and the process will not try to calculate hours per week, but simply calculate FTE for the pay period by dividing the total eligible hours by the appropriate FY Hours (see calculation below).

For calculations of hours worked in a week, the program will be hardcoded to assume the week starts on Sunday.

The process will calculate the hours worked and FTE for each of an employee's jobs separately. The process will then add the FTE for each of an employee's jobs together to report an FTE for the pay period to the state.

Overload jobs (where NBRJOBS_CONTRACT_TYPE = 'O') will NOT be included/calculated in FTE.

The process was also modified to calculate the FTE for each individual job by dividing the hours worked in the pay period for a single job by the "Hours per Fiscal Year" according to the chart above based on that job's Employee Class Code and Factor as of the effective date of the end of the pay period. If no match is found on Employee Class and Factor, the process will use the value from the Hours per Fiscal Year job parameter (typically 2080).

Issue 1:

An employee will not get credit for hours worked if he exceeds the “job’s standard hours per week” even though he may have worked less than 40 hrs in a week

For Examples:

An employee has two jobs and normally works 10 hours in job 1 and 30 hrs in job 2.

For a particular week the employee works

- 30 hrs in Job 1, and
- 10 hrs in Job 2

Because the ‘Job’s standard hours per week” for Job 1 is 10, the employee will only get credit for 10 hrs on job 1.

Pay Periods that start mid work-week

For a pay period that starts mid work-week, the process will calculate the hours that were reported for the beginning of the work-week in the previous pay period, add them to the hours reported for the end of the work-week in the current pay period and then subtract by the “job’s standard hours per week”. The result, if greater than 0, will be used to reduce the hours being used in the hours calculation for the week. For example, assuming

- the “job’s standard hours per week” equal 40,
- using Nov 2007, if the Nov. pay period ends Nov 21, and the work-week starts Sun Nov 18, and
- the employee reports 25 hrs from 11/18 – 11/21 and
- 20 hrs from 11/22 – 11/24.
- The process will include 25 hrs from Nov in the FTE calculation for the Dec Pay Period
- $(25 + 20 = 45 - 40 = 5. 20 - 5 = 15)$
- The result: only 15 hrs from the days 11/22 – 11/24 will be included in the totals hours worked in the month.

Corrections run

The NZRBPED process will also be modified to incorporate these changes into the FTE calculations in the Corrections run. In order to properly calculate the change to FTE from adjustments, the process will recalculate each Employee’s Hours by week including the earnings from all pay periods that have already been processed, including both Original and Adjustment events. (Note: with this change when Original Pay Events are processed (Seq # 0) 1 record will be inserted into the NZRDIST table with Pidm ‘0’ and the Year, Pay ID, Pay Number and Seq 0. Previously only pay events with Seq # greater than 0 were stored in this table). The process will then calculate the hours for each employee by week including both new pay events and pay events that have already been processed to determine if the new hours should count toward the employee’s FTE calculation.

Assumptions/exclusion

- Time will be entered by day for all jobs where the FLSA Method is not equal to ‘N’
- Time will be entered by Pay Period for all jobs where the FLSA Method equals ‘N’

- If an employee has both a salaried job that is **not** eligible for overtime and an hourly paid job that is eligible for overtime, only the hours associated with the hourly job will have the new formula applied. In the end the FTE for the salaried job will be added to the FTE from the hourly job(s) to calculate and report the total FTE.
- Hours associated with Overload jobs will **not** be included in the calculation of FTE.
- No accommodations are made for pay periods or weeks that cross fiscal years or calendar years

CR 008 - End

1.4.8.2.2 Sample Output

10-APR-2006 14:46:25

BANNER University
 BFM Payroll Expenditure Distribution File

Page: 1
 NZRBPED

*** REPORT CONTROL INFORMATION ***

Parameter Name	Value	Source	Message
Release	: 7.0 MC:2.0		
Process Time	: 0.000001 seconds	Entered	
Sequence Number	: 99999	Entered	
Run Mode	: W	Entered	
Lawson ID	: STTE	Entered	
Health ID	: HLTH	Entered	
Address Type	: PR	Entered	
Leave Reason	: ED	Entered	
Leave Reason	: WC	Entered	
Leave Reason	: SB	Entered	
Audit or Update Mode	: A	Entered	
RECORD COUNT	:257		

1.4.9 Modified Reports

N/A

1.4.10 New Reporting Structures

N/A

1.4.11 Modified Reporting Structures

N/A

1.5 Database

1.5.1 New Tables

N/A

1.5.2 Modified Tables

N/A

1.5.3 New Views

N/A

1.5.4 Modified Views

N/A

1.5.5 New Functions

N/A

1.5.6 Modified Functions

N/A

1.5.7 New Procedures

N/A

1.5.8 Modified Procedures

N/A

1.5.9 New Packages

N/A

1.5.10 Modified Packages

N/A

1.5.11 New Other

N/A

1.5.12 Modified Other

2 Cross Enterprise Considerations

2.1.1 Campus Pipeline/Luminis

N/A

2.1.2 SunGard Higher Education's Workflow Examples

N/A

2.1.3 WebCT Interface Processes

2.1.4 Learning Systems

2.1.5 Other Interfaced Systems

3 Contract Information

Modification Data	
Initial Proposal Date:	11/6/2006
Product(s) Targeted for Modification:	Human Resources
Intended Release:	7.1.1
Institutional Data	
Product(s) Currently in Use:	
Client Contact(s)	
1.	Last Name: Minder First Name: Janice Telephone Number: Email Address: janicep@ris.sdbor.edu
2.	Last Name: Hayes First Name: Elaine Telephone Number: Email Address: ElaineH@sdbor.edu Email Address:

4 Approval to Proceed

The signatures below indicate that SDBOR 008 Functional Specification_v_4.06.doc meets the approval of the undersigned and thereby grants SunGard Higher Education the approval to proceed.

Signature

Date

Print Name:

Print Title:

Signature

Date

Print Name:

Print Title:

5 Document History

Revision Record

Number	Date and Sections	Author	Notes
1.0	11/5/2006; All	Kimberly Johnson	Initial
1.01	11/6/2006; 1.4.8	Kimberly Johnson	After client review and added explanation for clarity
2.00	11/6/2006, 1.4.8	Kimberly Johnson	Sent to client for sign off.
2.01	11/7/2006; 1.4.8	Kimberly Johnson	Added file naming conventions
3.00	11/7/2006; 1.4.8	Kimberly Johnson	Removed the switch on HLTH ID from 1 to H on export. This is not needed per Janice Minder 11/7/2006. Added new default parm value script insert.
4.00	11/11/2006; 1.4.8	Kimberly Johnson	Added the switch on HLTH ID from 1 to H on export back into the process. We will want to change their first character from 1 to H when loading to Banner and when going to BOP, will want to have H be turned back to 1.
4.01	11/14/2006; 1.4.8	Kimberly Johnson	Added debits and credits information and CR 001
4.02	4/4/2007	E Schwarz	Added CR 003 details
4.03	4/15/2007	E. Schwarz	Per CR 004 - Changed NHRFINC to NHRDIST
4.04			CR 005 & 006 added
4.05	11/5/2007	E. Schwarz	CR 007 added
4.06	8/26/2008	E. Schwarz	CR 008 added

6 Acronyms

Acronym	Description
AMC	Account Management Council
AMM	Account Management Methodology
CAM	Client Account Management
CDM	Common Development Methodology
CMS	Common Star
CSM	Common Services Methodology
PEG	Process Engineering Group
PMC	Project Management Council
PMM	Project Management Methodology
ProNet	SunGard Higher Education's Process Network
PTDB	Project Tracking Database
RPE	Request for Product Enhancement
SPG	Software Process Group
SQ&P	Services Quality and Processes

7 Definitions

Term	Definition