

Creating a Draft Dispute Case

Overview

Introduction

The Report Source and Report Units will be able to dispute penalty lines in a file by creating a Draft Dispute Case. A draft dispute case has to be created to become a dispute case. Report units will only be able to create a draft dispute case. Once the draft dispute case is created it will reside in the Penalty Assessment & Dispute Management (PADM) application. No action will be taken to resolve the dispute until it is promoted to an actual dispute case by a Report Source.

A draft dispute case can have one or many penalty lines. A draft dispute case can only be from one media file. A media file can have one or more draft dispute cases. All lines in a draft dispute case will have the same Draft Case ID. All lines in a draft dispute case will be assigned a Reason Code.

Required information:

- Media ID

The Report Source and Report Unit can cancel the draft dispute case. The Report Source and Report Unit can also cancel a penalty line within a draft dispute case. When canceling a draft dispute case or canceling a penalty line within a draft dispute case, the process removes the draft dispute case ID.

When the draft dispute case or penalty line(s) has been canceled the system will identify if it was done by the Report Source or Report Unit.

Required information:

- Media ID
 - Draft Dispute Case ID
-

Contents

This publication contains the following topics:

Topic	See Page
Selecting lines to be disputed in PADM	1
Creating a Draft Dispute Case	11
Canceling a Draft Dispute Case or penalty line	14

Selecting lines

Selecting penalty lines to be disputed

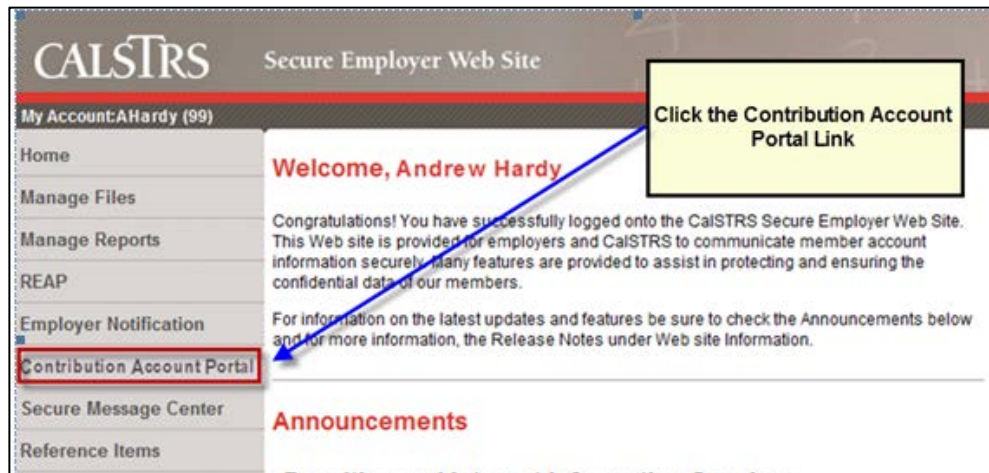
Before selecting penalty lines to be disputed, you should have a list of penalty lines to be disputed to make this process easier.

Lines can be selected by:

- Control Key – selecting individual lines
- Shift Key – selecting a range of lines
- Select All button – to select all lines
- Upload Penalty Lines box – to upload preselected lines created using notepad
 - If using Upload Penalty Lines box: Go to step 5

Procedure for selecting lines using the Control key, Shift key, and Select All button

Step	Action
1	Click Contribution Account Portal link in SEW.



Result: Contribution Account Portal opens

- Report Source: CAP opens with Open Bills tab. Click on the Penalty Assessment & Dispute Management link
- Report Unit: CAP opens with PADM selection screen

Continued on next page

Selecting lines, Continued

**Procedure for
Selecting lines
using the
Control key,
Shift key, and
Select All
button**
(continued)

Step	Action
2	Select Media ID by clicking the Media Browse button and click the Media ID.
3	Click Continue to PADM button.

Selection for Penalty Assessment & Dispute Mgmt

Selection

*Report Source:

Media ID (Required)

*Report Unit:

Penalty Type:

Member SSN:

Upload Penalty Lines:

Penalty Line ID:

Dispute Indicator:

Draft ID:

Contribution Code:

Assignment Code:

Adjustment Indicator:

To:

To:

To:

To:

To:

To:

Further Selection by Case Number and Status

Case ID:

Case Status:

To:

To:

Summarize P1 & P4

* These fields can be used to filter the invoice detail report(IDR).

Result: PADM application displayed.

Note: The Report Unit will only have access to its own penalty lines.

Continued on next page

Selecting lines, Continued

**Procedure for
Selecting lines
using the
Control key,
Shift key, and
Select All
button**
(continued)

Step	Action
4	Change view to Dispute View. Click the Browser arrow in the View box and click Dispute View.

Result: PADM displays Dispute View columns

Step	Action
4 a.	Using the Control Key: Select individual lines by holding down the Control Key and clicking the grey box next to the penalty lines to be selected.
4 b.	Using the Shift Key: Select a range of lines by clicking the grey box next to the first penalty line, scroll down to the penalty line in the range to be selected, hold down the Shift Key and click the grey box next to that line.

Results for 4 a. and 4 b.: Selected lines become highlighted.

Continued on next page

Selecting lines, **Continued**

**Procedure for
Selecting lines
using the
Control key,
Shift key, and
Select All
button**
(continued)

Step	Action
4 c.	Select all lines by clicking the Select All button.

Penalty Assessment & Dispute Mgmt. Application

Report Source: 00019 Fiscal Year: 2012 Program ID (CB or DB) aka File Type: DB

Business Partner Number: 1000000019 Unique ID: STM0000011484 Effective Date of START Contribution File Transmission: 05/08/2012

View: Dispute view for pictur Export Deselect All **Select All** Create Case Reject Draft Create Draft Attach Doc Cancel Draft

Pen Line ID	Penalty Type	Last Name	File Rcvd Date	Dispute Reason	Accept	Disp Case Dt	Draft Case
101898	P3	California	05/08/2012				
101907	P3	California	05/08/2012				

Result: All lines become highlighted.
Go to step 14 to continue.

Continued on next page

Selecting lines, Continued

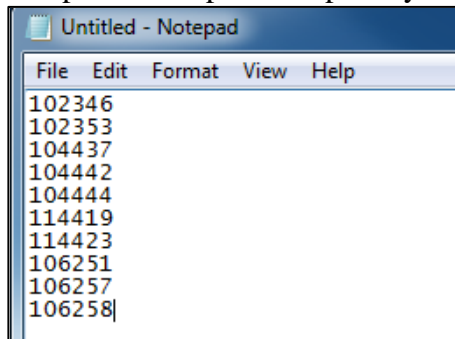
Procedure for selecting lines using the Upload Penalty Lines box

Using the Upload Penalty lines box.

Note: An upload file containing the penalty line ID numbers must be created prior to performing this procedure if the draft dispute case is to be restricted to specific penalty lines. This is useful when the lines to be reviewed are scattered throughout the report and cannot be extracted by entering a specific penalty line IDs or a range of IDs.

STRS recommends using Notepad when creating a list to be uploaded.

Sample of Notepad with penalty lines entered:



Hint: When saving the Notepad file: Save as: **STM#####RP09**

STM will always be the same. ##### is the last 5 digits of the STM File.

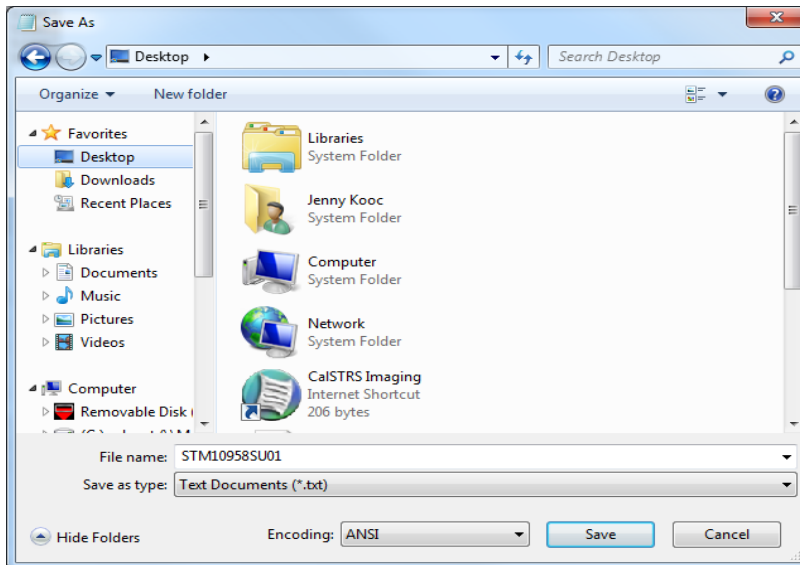
RP09 is the Report Period. Note: if supplemental file, please use SU and the Number Sequence.

Example: Media ID is STM0000011034; Report Period 09

Save as: **STM11034RP09**

Example: Media ID is STM0000011034; Supplemental Sequence Number 01

Save as: **STM11034SU01**



Continued on next page

Selecting lines, Continued

Procedure for selecting lines using the Upload Penalty Lines box
(continued)

Using the following steps will only show lines that are to be disputed in the PADM application.

Step	Action
5	On the PADM selection screen, Select the Media ID.
6	Click the Upload Penalty Lines box.

Result: Browse screen appears.

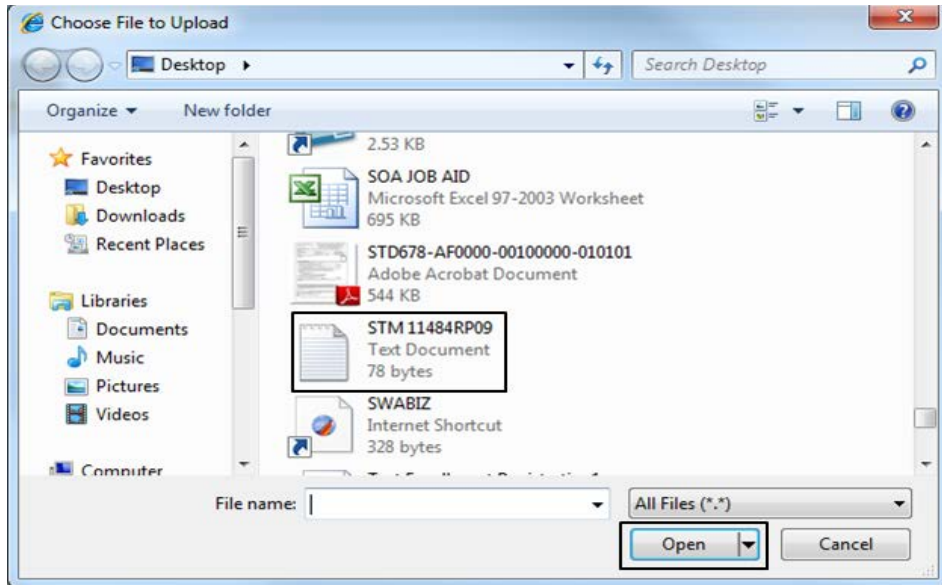
Step	Action
8	Click the Browse button to use standard windows functionality to search for upload file.

Result: The system provides standard search functionality to navigate to the document to be attached. The example shown below demonstrates a typical starting point for attaching a document. The view will differ depending on the type of system of the user.

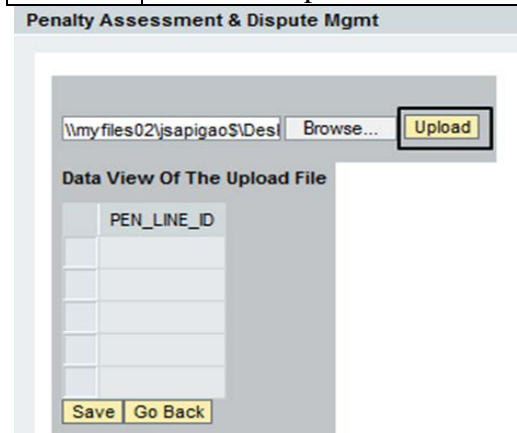
Continued on next page

Selecting lines, Continued

Procedure for selecting lines using the Upload Penalty Lines box (continued)



Step	Action
9	Search for the file to be uploaded. Click on the file name. Click the Open button, the browse screen will appear with the name of the file in the box next to the Browse button. Click the Upload button.



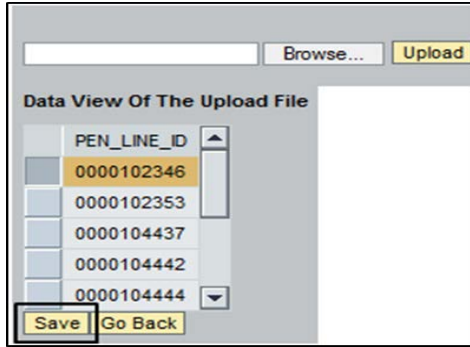
Result: Penalty lines uploaded for display. Review the list to ensure that all required lines have been uploaded.

Continued on next page

Selecting lines, Continued

Procedure for selecting lines using the Upload Penalty Lines box
(continued)

Step	Action
10	Click the Save button.



Result: PADM selection screen appears. The upload Penalty button is checked indicating the file has been uploaded.

Continued on next page

Selecting lines, Continued

Procedure for selecting lines using the Upload Penalty Lines box
(continued)

Step	Action
11	Click Continue to PADM button

Selection for Penalty Assessment & Dispute Mgmt

Selection

*Report Source: 00019

Media ID (Required): STM0000011484 Report Period: 09/2012

*Report Unit: 19002 To: 19999

Penalty Type: To:

Member SSN: 000000000

Upload Penalty Lines:

Penalty Line ID: 000000000 To: 000000000

Dispute Indicator:

Draft ID: To:

Contribution Code: To:

Assignment Code: To:

Adjustment Indicator:

Further Selection by Case Number and Status

Case ID: To:

Case Status: 00 To: 00

Summarize P1 & P4

* These fields can be used to filter the invoice detail report(IDR).

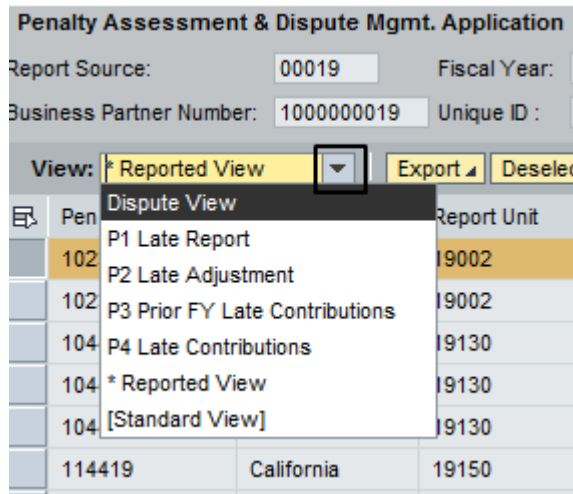
Result: The system displays all penalty lines that met the selection criteria in PADM application.

Continued on next page

Selecting lines, Continued

Procedure for selecting lines using the Upload Penalty Lines box
(continued)

Step	Action
12	Change to Dispute View. Click the view browser button. Click the Dispute View.



Result: PADM application changes to dispute view columns.

Step	Action
13	Click Select All button.



Result: All lines highlight.
Continue with Step 14.

Create a Draft Dispute Case

Procedure to create a draft dispute case

All penalty lines that are being disputed should be highlighted before continuing with Step 14.

Step	Action
14	Click the Create Draft button.

Pen Line ID	Penalty Type	EE SSN	Last Name	File Rcvd Date	Dispute Reason	Accept
102346	P1	062288387	California	05/08/2012		
102353	P1	226789782	California	05/08/2012		
104437	P1	226791960	California	05/08/2012		

Result: System updates the screen and adds the Draft Case ID to all highlighted lines.

Note: all lines highlighted have the same Draft Case ID.

Step	Action
15	Click in the Dispute Reason field on one of the penalty lines

Pen Line ID	Penalty Type	EE SSN	Last Name	File Rcvd Date	Dispute Reason	Draft Cas
102346	P1	062288387	California	05/08/2012		01800
102353	P1	226789782	California	05/08/2012		0001800

Result: Dispute Reason Drop Box appears next to the field.

Step	Action
16	Click the Dispute Reason Drop Box.

Dispute Reason	Draft Cas
	01800
	0001800

Result: The draft dispute reason codes appear.

Note: The reason code only need to be entered for one draft case line item.

When the final steps for creating the draft case are completed, the system will auto-populate the remaining lines with the same reason code.

If penalty lines have different reasons, the reason code needs to be selected for each line. **The first reason code entered will auto populate for any lines that were left blank.**

Continued on next page

Create a Draft Dispute Case, Continued

Procedure to create a draft dispute case (continued)

Step	Action
17	Click the grey box to the left of the reason code. Click the OK button.

Case T...	Reason	Text
ZFIC	0000	Budget Impasse
ZFIC	0001	Calculation Error
ZFIC	0002	CalSTRS System Error
ZFIC	0003	Collective Bargaining
ZFIC	0004	Employer System Error
ZFIC	0005	Force Majeure
ZFIC	0006	Legislation Impact
ZFIC	0007	Other (Default)
ZFIC	0008	Per CalSTRS Request

Result: Line will have reason code in Dispute Reason column.

Step	Action
18	Click the grey box next to one of the draft dispute case line items. Click the Accept Draft Case button.

Pen Line ID	Penalty Type	EE SSN	Last Name	File Rcvd Date	Dispute Reason	Draft Case ID
102346	P1	062288387	California	05/08/2012	0007	0001800000032012062
102353	P1	226789782	California	05/08/2012		0001800000032012062
104437	P1	226791960	California	05/08/2012		0001800000032012062
104442	P1	508478184	California	05/08/2012		0001800000032012062
104444	P1	525343005	California	05/08/2012		0001800000032012062
114419	P1	561306626	California	05/08/2012		0001800000032012062
114423	P1	561602819	California	05/08/2012		0001800000032012062
106251	P1	674164340	California	05/08/2012		0001800000032012062
106257	P1	712326484	California	05/08/2012		0001800000032012062
106258	P1	727965551	California	05/08/2012		0001800000032012062

Result: System updates the screen and auto populates the first dispute reason chosen for any lines that were not manually entered.

Continued on next page

Create a Draft Dispute Case, Continued

Procedure to create a draft dispute case (continued)

Step	Action
19	Click the Exit button

Pen Line ID	Penalty Type	EE SSN	Last Name	File Rcvd Date	Dispute Reason	Draft Case ID
102346	P1	062288387	California	05/08/2012	0007	000180000032012062
102353	P1	226789782	California	05/08/2012	0007	000180000032012062
104437	P1	226791960	California	05/08/2012	0007	000180000032012062
104442	P1	508478184	California	05/08/2012	0007	000180000032012062
104444	P1	525343005	California	05/08/2012	0007	000180000032012062
114419	P1	561306626	California	05/08/2012	0007	000180000032012062
114423	P1	561602819	California	05/08/2012	0007	000180000032012062
106251	P1	674164340	California	05/08/2012	0007	000180000032012062
106257	P1	712326484	California	05/08/2012	0007	000180000032012062
106258	P1	727965551	California	05/08/2012	0007	000180000032012062

Save Data	Go Back	Exit	Remove Saved Data	Load Saved Rows	Load All Rows	Show Split/Grouped View	Accept Draft Case
-----------	---------	------	-------------------	-----------------	---------------	-------------------------	-------------------

Result: System exits to blank PADM selection screen.

Note: If the Report Unit creates a draft dispute case, the Report Source will receive an email notifying that a report unit created a draft dispute case.

End of procedure.

Cancel a Draft Dispute Case or penalty line within a Draft Dispute Case

Procedure

Step	Action
1	Select Media ID. Enter the Draft Case ID in the Draft ID box on the PADM Selection.
2	Click the Continue to PADM button.

Selection

*Report Source: 00019

Media ID (Required) STM0000011484 Report Period: 09/2012

*Report Unit: 19002 To: 19999

Penalty Type: To:

Member SSN: 000000000

Upload Penalty Lines:

Penalty Line ID: 000000000 To: 000000000

Dispute Indicator:

Draft ID: 00018000000320120622155930 To:

Contribution Code: To:

Assignment Code: To:

Adjustment Indicator:

Further Selection by Case Number and Status

Case ID: To:

Case Status: 00 To: 00

Summarize P1 & P4

* These fields can be used to filter the invoice detail report(IDR).

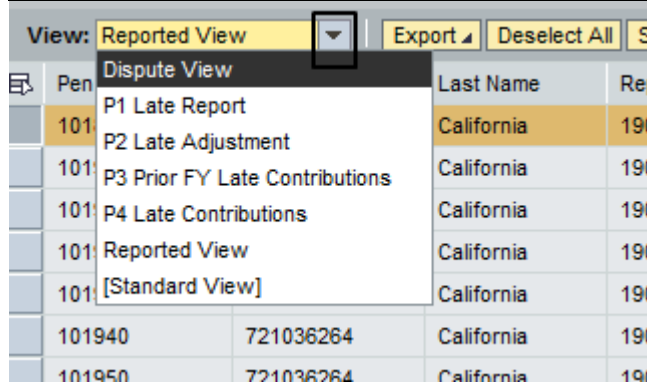
Result: PADM application opens with Draft Dispute Case lines only.

Continued on next page

Cancel a Draft Dispute Case or penalty line within a Draft Dispute Case, Continued

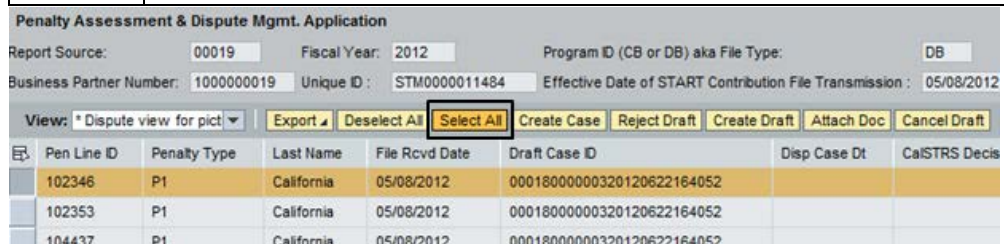
Procedure
(continued)

Step	Action
3	Change view to Dispute View. Click the browser button on the View box.
4	Click Dispute View.



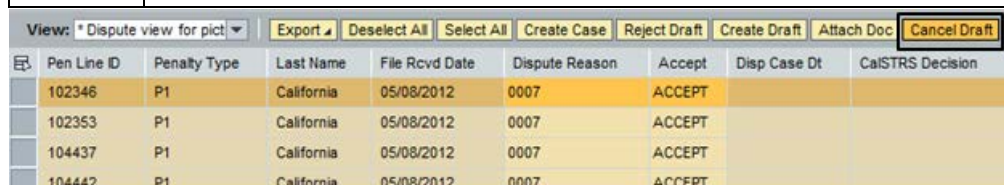
Result: PADM application changes to Dispute View columns

Step	Action
5	Click the Select All button. If selecting individual lines, use the Control key or Shift key, also able to select one line at a time.



Result: All lines highlight if using the Select All button.

Step	Action
6	Click the Cancel Draft button.



Result: System updates the screen and removes the draft dispute case ID from the Draft Case ID field.

Continued on next page

Cancel a Draft Dispute Case or penalty line within a Draft Dispute Case, Continued

Procedure (continued)

Pen Line ID	Penalty Type	Last Name	File Rcvd Date	Cancel By
102346	P1	California	05/08/2012	S
102353	P1	California	05/08/2012	S
104437	P1	California	05/08/2012	S
104442	P1	California	05/08/2012	S

Result: System now displays *S* (Report Source) or *U* (Report Unit) in the Cancel By column designating that the case has been canceled by the Report Source or Report Unit.

Step	Action
7	Click The Exit button.

Penalty Assessment & Dispute Mgmt. Application

Report Source: 00019 Fiscal Year: 2012

Business Partner Number: 1000000019 Unique ID: STM000

Pen Line ID	Penalty Type	Last Name	File I
102346	P1	California	05/0
102353	P1	California	05/0
104437	P1	California	05/0
104442	P1	California	05/0
104444	P1	California	05/0
106251	P1	California	05/0
106257	P1	California	05/0
106258	P1	California	05/0
114419	P1	California	05/0
114423	P1	California	05/0

Save Data Go Back **Exit** Remove Saved Data Load Saved R

Result: System exits to blank PADM selection screen
End of Procedure.