

How to avoid creating duplicate ID's

What is a duplicate ID?

A duplicate ID exists when the same person has more than one HCM employee ID number (emplID).

Why duplicate ID's are an issue:

Duplicate HCM employee ID's may cause a variety of compliance, data and access problems for the University (system, campus and departments) and for the person of interest (POI) or employee. Every set of possible duplicate ID's needs analysis in order to determine the appropriate action, which varies on a case-by-case basis. Among the issues caused by duplicate ID's are:

- Recruitment and hiring: Duplicate ID's can cause failures in online hiring steps
- Employment history: Multiple ID's can cause confusion for training, POI and pay history
- Compliance: Split pay history records can cause inaccurate tax calculations and reporting, and in turn income tax compliance issues for both the employee and the University
- Access to employee portal and other CU resources: Duplicate ID's can cause serious problems for the employee. They often prevent individual access to portal and other online resources, preventing employees from setting up direct deposits, accessing and updating their personal information, benefits choices, and other important tasks.

Resolving duplicate ID's requires action by:

- Employee Services – POI duplicate resolution (30 minutes per duplicate) to verify that the pair are truly duplicates, identify and communicate with the creator of the duplicate, and delete the duplicate from HCM. Employee Services – Payroll team (30 minutes to 1 ½ hours per duplicate) to resolve issues in HCM, move training and POI history if needed, and delete duplicates if possible; and to consolidate pay history to prevent problems with tax reporting.
- Master Data Management (30 minutes to 2 hours)– charged with connecting individuals' records across all of the University's databases (Student Information System, HCM, etc.) – to move connections from duplicate to retained ID's
- System Identity and Access Management (15 to 45 minutes)– to clear barriers to individuals' portal access and other resources
- Individual campus access and information systems teams (30 minutes to three hours, plus overnight processing) – to clear barriers for portal and other resource access
- Hiring department (30 minutes to an hour)– to replicate hire records from the duplicate to the retained ID

All in all it takes up to eight hours (plus overnight processing in some cases) and the work of six to eight people to remove the effects of a duplicate ID. This effort increases when the duplicate ID is not caught in a timely manner.

Avoiding creation of duplicate ID's:

Duplicate ID's can be created in a variety of ways including, but not limited to:

- When adding a new POI in Personal Data, users start the POI process but don't complete it so the system assigns a Person ID. The campus and department are not saved so the POI relationship is not established. Due to role level security, the users are not able to locate those people when they search under *Maintain a POI Relationship*, so they start over and create a new (duplicate) person ID. Prevention: Search by name using *CU Person Org Summary* under *Personal Information* to verify an ID was assigned. If further assistance is needed, contact the HCM Payroll helpline (303/860-4200, option 2 or HCM_Community@cu.edu).
- **The most common reason for duplicate creation is failures in the search process.** To avoid errors and duplication in HCM, search strategically. Before you add a POI, make sure the person you are adding does not already exist in the system. The key to that is to make sure your search is as broad as possible.

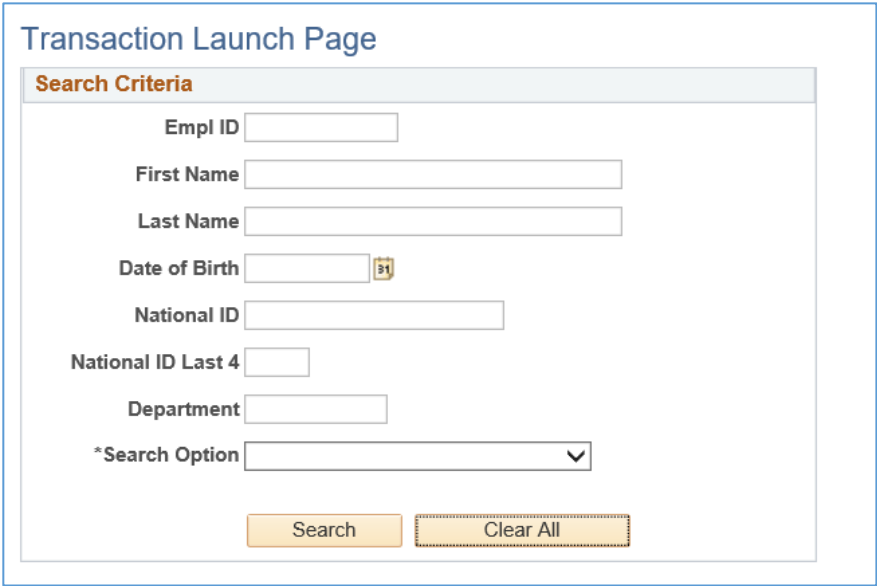
Some of the reasons that precise searches are not always effective include:

- SSN (National ID): Dummy SSN used for POI record or international employee; transposition of numbers; mistakes in translating handwriting
- Name: differences in how the first/middle/last name is listed; change in last name (marriage or other reason); incomplete name

Searching for potential duplicate ID's:

Multiple tools/resources are available to help avoid duplicate ID creation. Please use as many as you can, and/or try as many variations as you can.

- **Search via the Transaction Launch page.** [CU Resources Home](#)>[Business Tools](#)>[HCM](#) (**This is the most powerful tool we have for identifying potential duplicate ID's.** It transcends limitations by department, campus and row level security – and allows searches by partial information, and will pull non employees as well as employees. It also adds the capability of doing searches that include the date of birth, which is often an excellent indicator of a duplicate ID. An often successful method is to search by birth date alone and review names for possible matches, which may help find people with changes to their names (change to last name at marriage, etc.)



The screenshot shows a web form titled "Transaction Launch Page" with a "Search Criteria" section. The form contains the following fields and controls:

- Empl ID:
- First Name:
- Last Name:
- Date of Birth: (with a calendar icon)
- National ID:
- National ID Last 4:
- Department:
- *Search Option: (dropdown menu)
- Search:
- Clear All:

Following is an example of precise versus fuzzy search results in Transaction Launch Page:

Precise search in Transaction Launch Page finds only one ID:

Transaction Launch Page

Search Criteria

Empl ID

First Name

Last Name

Date of Birth

National ID

National ID Last 4

Department

*Search Option

No ATS matching values found

ATS Applicants Personalize | Find | View All | | First 1 of 1 Last

Select	Source System	Applicant ID	Name	Date of Birth	National ID Last 4	Dept ID	Department Name	Position Number
<input type="checkbox"/>								

HCM Data Personalize | Find | View All | | First 1 of 1 Last

Select	Template Action	Empl ID	Empl Record	Name	Status	National ID Last 4	Effective Date	Unit	Dept ID	Department Name	Job Code	Job Title	Std Hrs	Date of Birth	Termination Date
<input type="checkbox"/>	Rehire	325502	0	Reddy,Bhuvan Tiruttani	Terminated	1017	10/07/2018	UCB 10529		CU Bookstore	4101	Student Asst I	1.00	10/17/1996	10/06/2018

Fuzzy search in Transaction Launch Page finds two ID's:

Transaction Launch Page

Search Criteria

Empl ID

First Name

Last Name

Date of Birth

National ID

National ID Last 4

Department

*Search Option

No ATS matching values found

ATS Applicants Personalize | Find | View All | | First 1 of 1 Last

Select	Source System	Applicant ID	Name	Date of Birth	National ID Last 4	Dept ID	Department Name	Position Number
<input type="checkbox"/>								

HCM Data Personalize | Find | View All | | First 1-3 of 3 Last

Select	Template Action	Empl ID	Empl Record	Name	Status	National ID Last 4	Effective Date	Unit	Dept ID	Department Name	Job Code	Job Title	Std Hrs	Date of Birth	Termination Date
<input type="checkbox"/>	Rehire	325502	0	Reddy,Bhuvan Tiruttani	Terminated	1017	10/07/2018	UCB 10529		CU Bookstore	4101	Student Asst I	1.00	10/17/1996	10/06/2018
<input type="checkbox"/>	No Action	328898	0	Tiruttani Reddy,Bhuvan	Active	6060	08/26/2018	UCB 10386		Housing-Maintenance	4101	Student Asst I	1.00	10/17/1996	
<input type="checkbox"/>	New Employment Instance	328898	NEW	Tiruttani Reddy,Bhuvan		6060								10/17/1996	

- **Run the Job List query (CUES HCM JOB LIST)**. The Job List query lets you search by Employee ID, Department ID, Job Code, the last four digits of the SSN, first name, last name and/or position number – and allows wild card searches. To run the query from the HCM Community Users dashboard:

1. Click the **HCM WorkCenter** tile.
2. Click the **Resources** tab.
3. If the query does not appear in the list of most used, select the **Click here for ALL** link.
4. Select **Job List**.
5. Clear the **Active ONLY** check box.
6. Select the **'Include POIs?'** box

CU HCM User WorkCenter << CUES_HCM_JOB_LIST - Job List

WorkCenter Resources

HCM Queries

Query Manager

- Job List
- Funding Distribution
- Payroll Register Acct Detail
- Time Entry
- Payroll Register
- Vacant Positions
- Personnel Roster
- Training Report
- Dept Personnel & Org Roster
- Paycheck Distribution
- Leave Accruals
- Leave Balances
- Personnel Actions History
- Funding Suspense Current Row
- Vacant Positions with Funding

Top 15 Listed above. [Click here for ALL](#)

Reports/Processes

Workforce Reports

Employee Turnover Analysis

Empl ID (Optional) []

Dept ID (Optional) []

Job Code (Optional) []

Last 4 SSN (Optional) []

Last Name (Optional) []

First Name (Optional) []

Position Nbr (Optional) []

Business Unit (Optional) []

Company (Optional) []

Active ONLY

Include POIs?

Node (Optional) []

Pay Group (Optional) []

View Results

Empl ID	Empl Rcd	POI Type	Eff Date	Status	Name	Org Relation	Compa
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7. Type search criteria and click **View Results**. It's fine to start with precise information (National ID, name, employee ID) – but don't stop there. *Searches often fail to find potential duplicates because the search is too precise, so that only exact matches are displayed. NOTE that you can search for partial matches by entering the beginning of a first or last name followed by the % sign, OR partial names bracketed by the % sign.*

Following is a comparison of results from a precise search vs. a 'fuzzy search' in Job List.

Precise search using the first and last names of the person – one result:

CUES_HCM_JOB_LIST - Job List

Empl ID (Optional) []

Dept ID (Optional) []

Job Code (Optional) []

Last 4 SSN (Optional) []

Last Name (Optional) REDDY

First Name (Optional) BHUVAN

Position Nbr (Optional) []

Business Unit (Optional) []

Company (Optional) []

Active ONLY

Include POIs?

Node (Optional) []

Pay Group (Optional) []

View Results

Download results in : Excel Spreadsheet CSV Text File XML File (1 kb)

View All

Empl ID	Empl Rcd	POI Type	Eff Date	Status	Name	Org Relation	Company	Business Unit	Dept ID	Dept Name	Job Code	Job Descr	End Date	Position Nbr	Reg/Temp	% Time	Std Hrs/Wk	FTE	Pay Group	Emp Type
1	325502	0	10/07/2018	Terminated	Reddy, Bhuvan Tiruttani	EMP	CU	UCB	10529	CU Bookstore	4101	Student Asst I		00625644	T	2.50	1.00	0.025000	STU	H

Fuzzy search using first and last names, but bracketed by % signs (wild cards) – two results:

CUES_HCM_JOB_LIST - Job List

Empl ID (Optional)

Dept ID (Optional)

Job Code (Optional)

Last 4 SSN (Optional)

Last Name (Optional) %REDDY%

First Name (Optional) %BHUVAN%

Position Nbr (Optional)

Business Unit (Optional)

Company (Optional)

Active ONLY

Include POIs?

Node (Optional)

Pay Group (Optional)

View Results

Download results in : [Excel Spreadsheet](#) [CSV Text File](#) [XML File \(1 kb\)](#)

View All

Empl ID	Empl Rcd	POI Type	Eff Date	Status	Name	Org Relation	Company	Business Unit	Dept ID	Dept Name	Job Code	Job Descr	End Date	Position Nbr	Reg/Temp	% Time	Std Hrs/Wk	FTE	Pay Group	Empl Type
1	325502	0	10/07/2018	Terminated	Reddy,Bhuvan Tiruttani	EMP	CU	UCB	10529	CU Bookstore	4101	Student Asst I		00625644	T	2.50	1.00	0.025000	STU	H
2	328898	0	08/26/2018	Active	Tiruttani Reddy,Bhuvan	EMP	CU	UCB	10386	Housing-Maintenance	4101	Student Asst I	05/04/2019	00641893	T	2.50	1.00	0.000000	STU	H

- **Search for matching persons through Add a Person.** This method is described in this guide: <https://www.cu.edu/doc/hcmsbs-poi-adding-person-interestpdf-7>

Perform **two or three** of these searches before creating a POI, adding a person, or creating a new hire transaction. If after performing all of these tasks, you find the person exists in the system, stop and follow the correct procedure(s) described in the following guides:

[Adding a Person of Interest \(POI\)](#)

[Adding an Additional POI Type to a Person of Interest \(POI\)](#)

[Entering Job Changes](#)

[Hiring an Employee](#)

[Maintaining a POI Relationship](#)

[Person of Interest \(POI\) and Social Security Number Processes – UCD and AMC Only](#)

[Person of Interest \(POI\) Types](#)

[Use of Social Security Numbers Procedural Statement](#)