Agency Compliance

Owner of this document is: Scott Wiacek – swiacek@feedingamerica.org

Purpose of this document

This document is designed to demonstrate how to use the Agency Compliance Reporting Requirements functionality. This allows you to set the Agencies UNC Activity Status for a group of Agencies based on reporting compliance.

Table of Contents

Purpose

The Agency Compliance functionality described here provides food banks with the ability to setup flexible compliance reporting requirements that Agencies must abide by in order to remain an Active Agency of the food bank (based on UNC Activity Status). As Agencies comply with the requirements, Ceres allows for the recording of the date the Agency fulfilled each compliance requirement.

The functionality also includes an Agency Reporting Compliance batch Report that can be run as often as desired to check the compliance of each Agency and automatically adjust their UNC Activity Status based on the information in the report. The Agency UNC Activity Status functionality is an another option to this batch update report, but focuses more on manual Agency filtering to set the UNC Activity Status for the group or auto deactivation based on payment delinquency.

Ceres Object release 4.00.00 and 4.51.46 is required for the functionality described in this document.

Setup – Ceres Object Release 4.00.00

UNC Status Codes

1. Before using the Agency Report Requirements it is necessary to specify the UNC Activity Status Codes defaults to be used by the automatic process. To do this you must access the Agency & Receivables Setup Card. Go to Departments → Agencies & Receivables → Administration → Setup. From there select Sale & Receivables Setup.

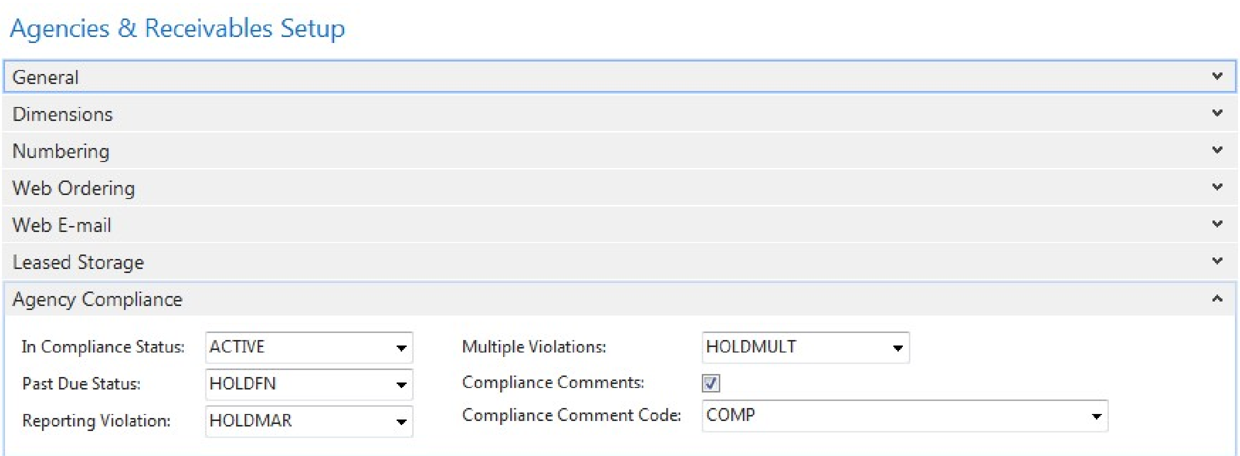
2. The Agency Compliance FastTab has four fields which are validated in the UNC Activity Status table allowing each food bank to specify the correct UNC Activity Statuses they wish to use for each category of agency compliance. They are:

   In Compliance Status: this will be the value the Agency's UNC Activity Status will be set to if they are in full compliance with all reporting requirements and are not considered past due

   Past Due Status: this will be the value the Agency's UNC Activity Status will be set to if they are in a past due condition but have met all reporting requirements

   Reporting Violation: this will be the value the Agency's UNC Activity Status will be set to if they are not considered past due but have one or more reporting requirements that have not been met

   Multiple Violations: this will be the value the Agency's UNC Activity Status will be set to if they are both past due and have one or more reporting requirements that have not been met

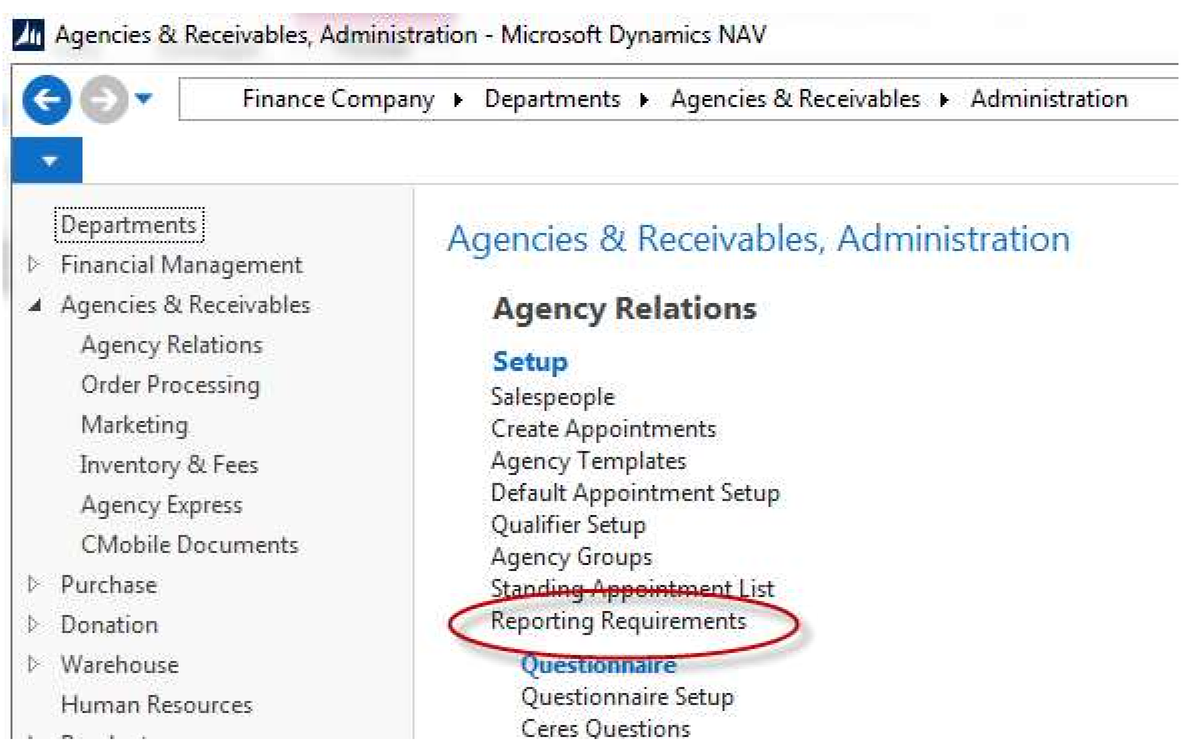


Standard Reporting Requirements

Setup of the standard reporting requirements allows you to specify one or more template reporting requirements that Agencies may be subjected to. At the very least you will need to setup one standard report/ survey that you require from all Agencies. However, if you have programs at the food bank that require additional reporting either for food bank use, or some other entity such as state or federal government, etc., you may set those requirements up as well.

In addition to specifying a Code and Description for the reporting requirement, you will specify the time period required for each reporting requirement whether it be weekly, monthly, quarterly, yearly, etc. The time period allows the entry of any of the standard Ceres date formulas to be used to calculate compliance. You may also build in a grace period into your reporting time period, for example, if you require your standard food bank report to be filed monthly, you may enter the time period as 1M, but Ceres would view Agencies one day overdue as non-compliant. To build in an automatic grace period, you may enter the time period as 1M+1' as an example and this would give Agencies an additional 1 week beyond their required reporting date.

1. To setup the standard report requirements go to Departments → Agencies & Receivables → Administration → Agency Relations → Setup → Reporting Requirements.

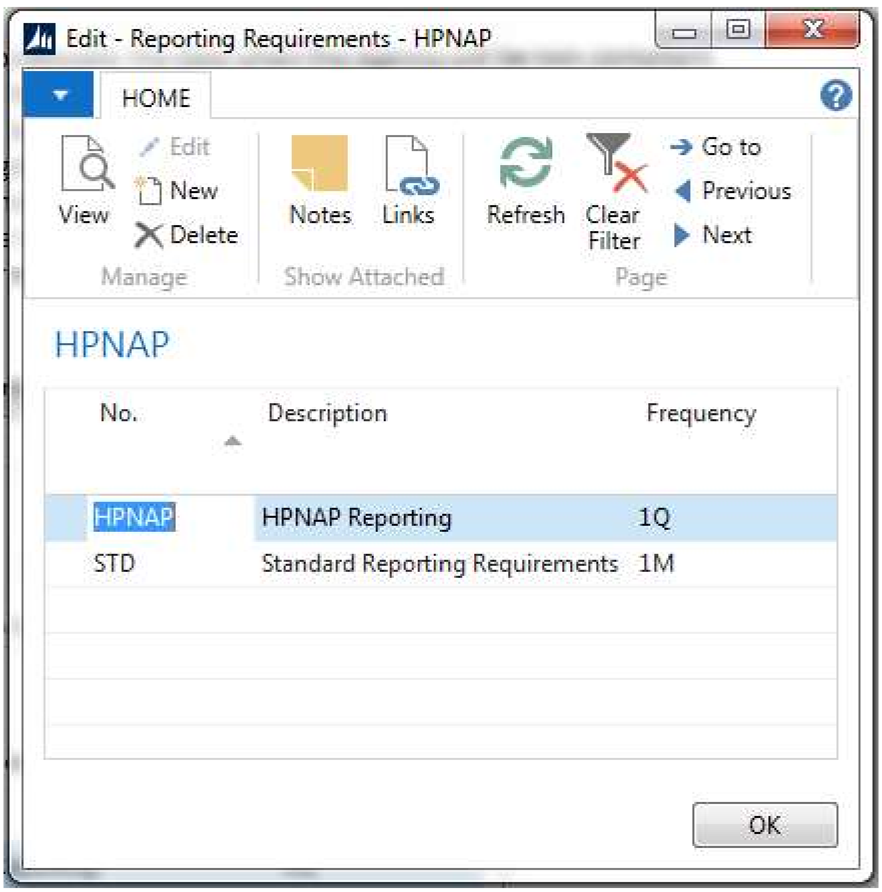


2. Fill in the Reporting Requirements as required. To add a new line simply left-click on any blank line and enter a unique Code. To edit and existing line left-click on the line you wish to change and make the necessary changes. If attempt to change the No. field on an existing line, Ceres will prompt you to renumber the existing reporting requirement line. To delete a reporting requirement, right-click on the line you wish to delete and choose delete line from the pop-up menu. The fields of the reporting requirement are as follows:

No.: This is unique Code used to define the Reporting Requirement. While you can use any Code you desire, it must be10 characters or less and it is recommended that the Code be somewhat descriptive of the Reporting Requirement. This will make it easier for Agency Relation personnel to select the proper reporting requirements for each Agency.

Description: Use this field (30 characters) to better describe the Reporting Requirement.

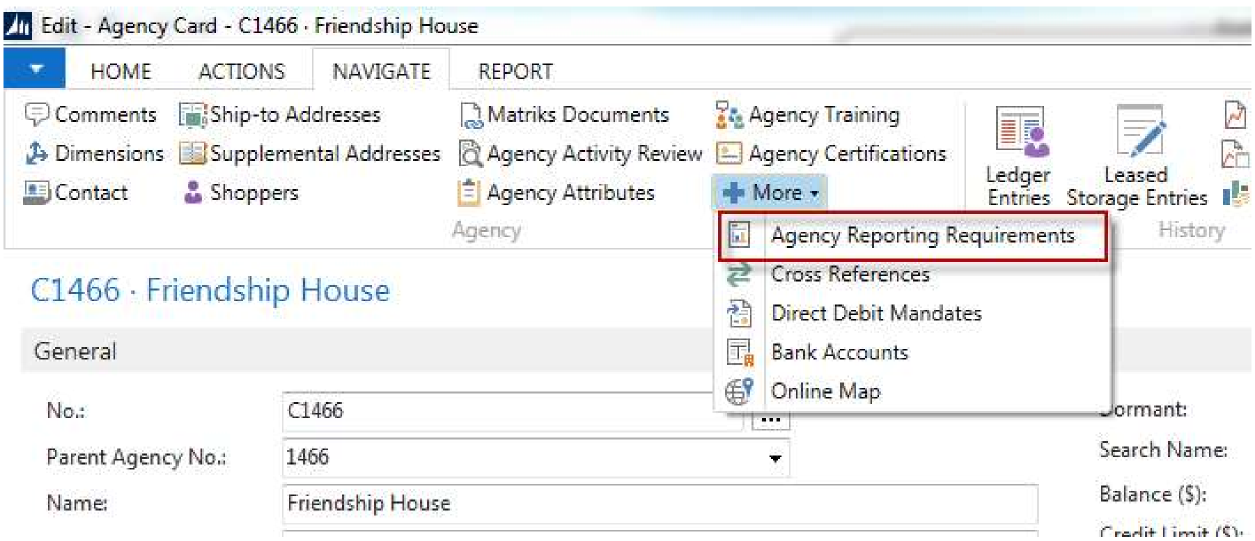
Frequency: The frequency field is used to calculate the date when the Agency will be non-compliant. The date formula entered here is applied to the last date the Agency reported for this requirement to determine whether or not the Agency is compliant with this requirement. This field is a standard Ceres date formula. You can access Using date formulas in the on-line help for more information on the acceptable characters for a date formula. As an example, 1M+1W would calculate to 1 month + 1 week, 1Q+10D would calculate to 1 quarter + 10 days, etc. It is recommended that you build in nay allowable grace period into your date formulas; otherwise, strict adherence to the date policy will be applied.



Agency Reporting Requirements

Once the options are established, each Agency may have one or more of the required reports/ surveys assigned. If an Agency fails to meet any of the compliance requirements it will be considered non-compliant and have its status changed as established in the template. Agency Relations personnel with the proper authority can always override the UNC Activity Status of an Agency manually, however, remember that once the Agency Reporting Requirements Report is run again, the Agency will be marked as non-compliant if it still has not met its reporting requirements.

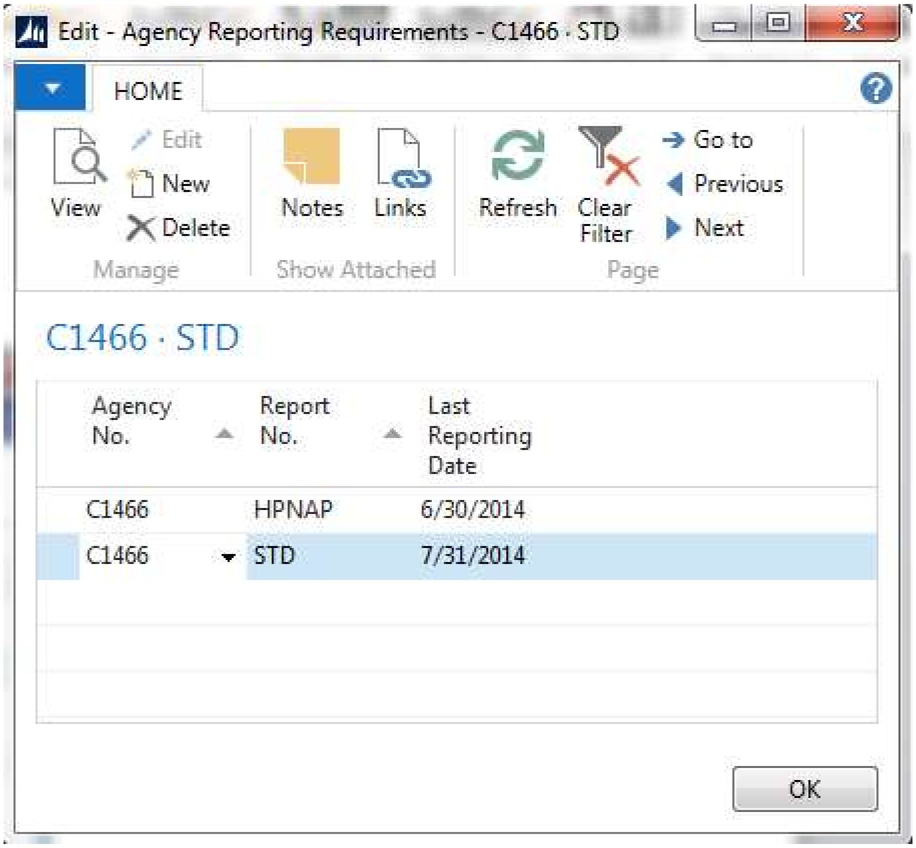
1. Setting up the Agency Reporting Requirements sub table is accomplished from the Agency Card. Select Navigate → Agency → More → Agency Reporting Requirements.



2. To add a new Reporting Requirement simply left-click on any blank line or select Home → New. The Agency Number will automatically populate the current Agency you are working on. Enter the Report No. required or use the drop-down assist button to choose from available reporting requirements. Enter the date the Agency last reported for this requirement in the Last Reporting Date field.

Once these business rules are setup, it will be necessary to return to the Agency Reporting Requirements sub Page when new Agency report/ survey submissions are received by the food bank to update the last reporting date. This will need to be accomplished one agency at a time, unless you clear the Agency filter that transfers to the form when it is opened.

The last reporting date is used to with the Reporting Requirements Frequency Date Formula from the reporting requirements setup to calculate the date the requirements compliance will expire. ***These fields do NOT automatically integrate with Agency Questionnaires in Ceres.***



Navigate → Agency → More → Agency Reporting Requirements

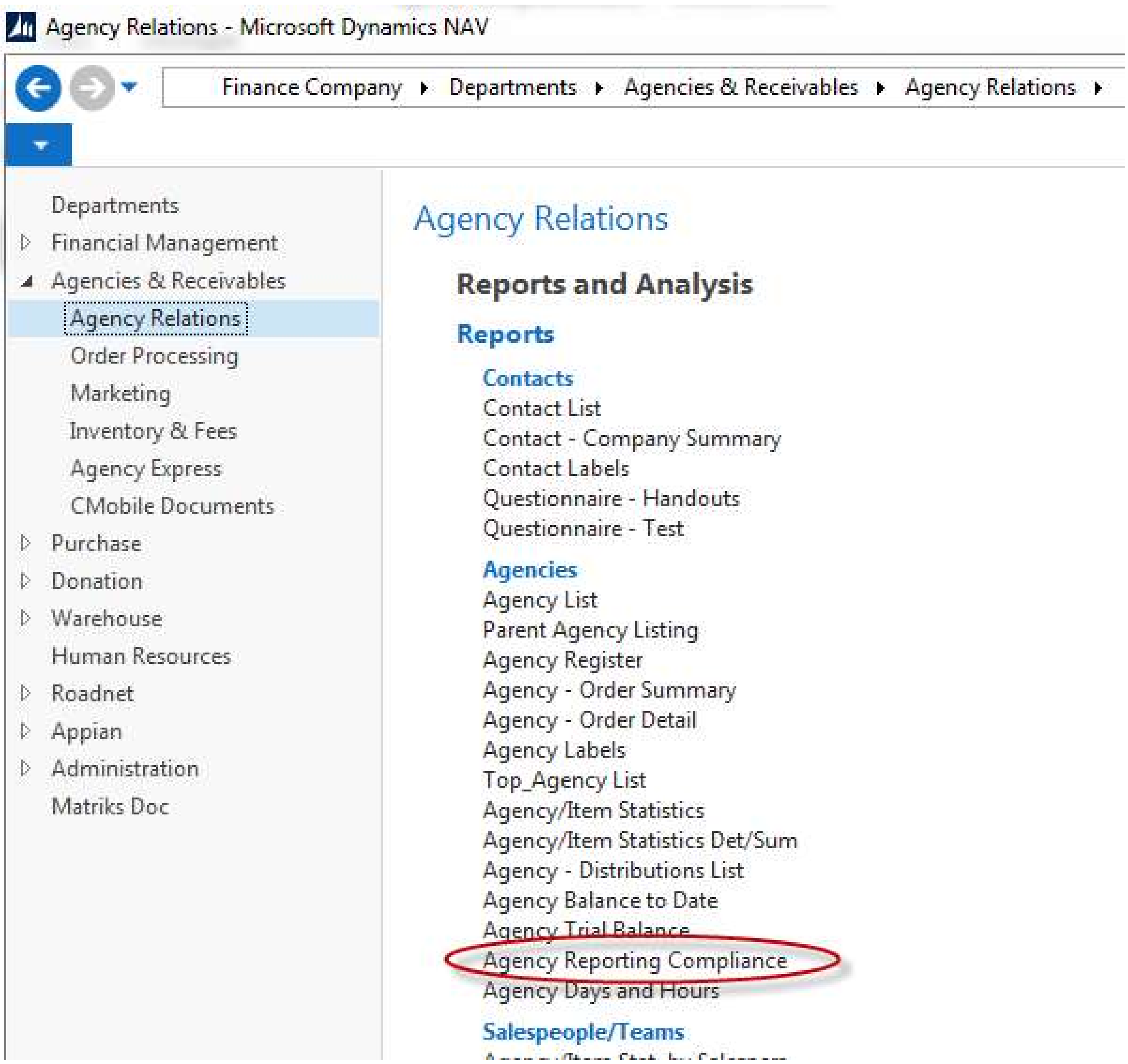
Agency Reporting Compliance Report

The Agency Reporting Compliance is a report that can be run as often as needed to check status and update Agency data. Each time it is run, every Agency that has reporting requirements will be reevaluated to determine its current compliance status. **Each time you print the report, the Agencies UNC Activity Status will be updated by the action of running the report, and may change Agencies ability to Order from the food bank.** See details below.

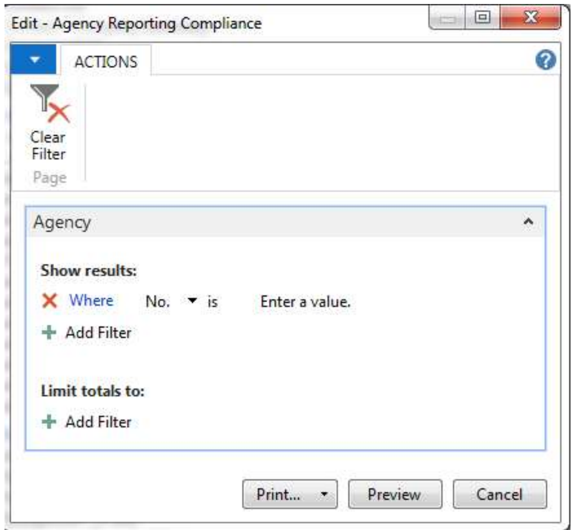
The report will list each Agency whose status has been changed by this routine.

Note: If the last reporting date is not filled in, the reporting requirement will not be calculated and these agencies will show up as "unable to be determined." Because of this, it is important that when setting up new agency reporting requirements, it is important to fill in the last reporting date with a valid date for all Agencies.

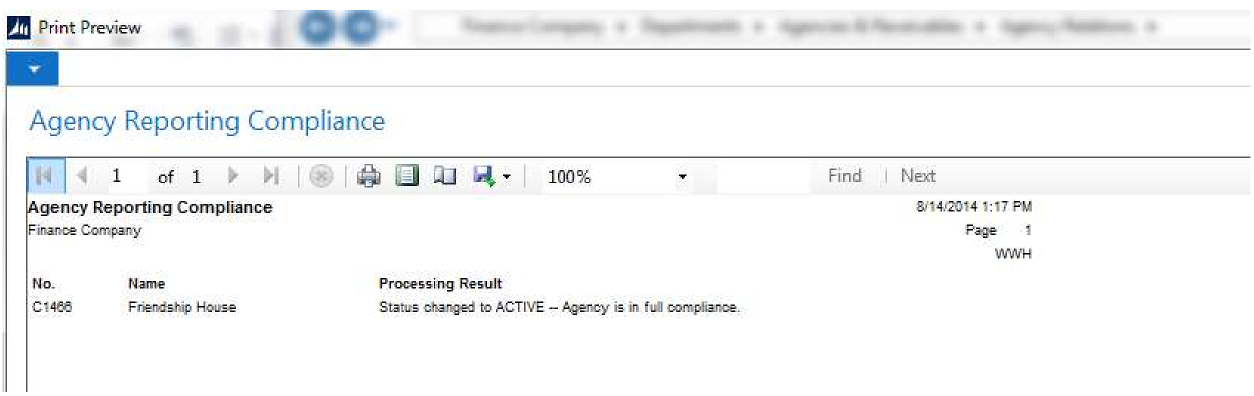
1. To run the Agency Reporting Compliance report update go to Departments → Agencies & Receivables → Agency Relations → Reports and Analysis → Reports → Agencies → Agency Reporting Compliance.



2. You may filter the Report if desired, otherwise click on Print to batch update the Agency Activity Status field values for Agencies without a valid Last Report Date and print a results report.



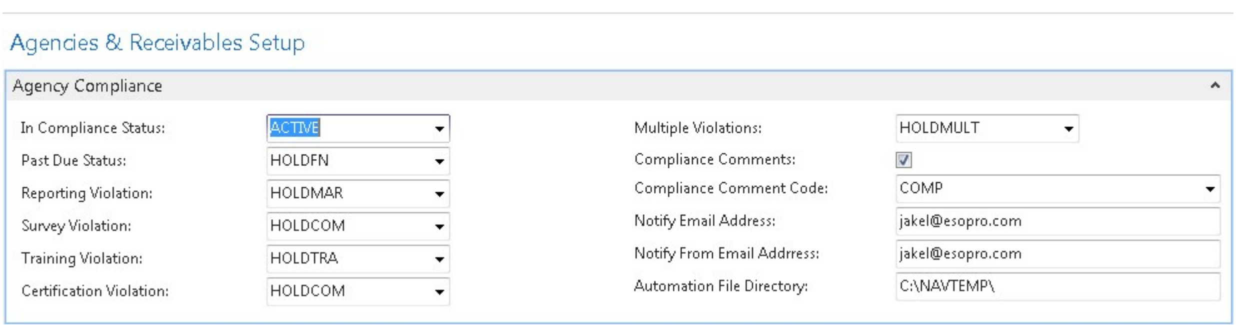
3. The process will update Agencies and a results report will be generated showing all Agencies whose status changed and any Agencies where compliance was unable to be determined due to a missing "Last Reporting Date" Below is an example of the generated report.



Setup – Ceres Object Release 4.51.46

UNC Status Codes

1. Before using the Agency Reporting Requirements it is necessary to specify the UNC Activity Status Codes to be used by the automatic process. To do this you must access the Agency & Receivables Setup Card. Go to Departments → Agencies & Receivables → Administration → Setup. From there select Agencies & Receivables Setup.



2. The Agency Compliance FastTab has seven fields which are validated in the UNC Activity Status table allowing each food bank to specify the correct UNC Activity Statuses they wish to use for each category of agency compliance. In addition They are:

   In Compliance Status: this will be the value the Agency's UNC Activity Status will be set to if they are in full compliance with all reporting requirements.

Past Due Status: this will be the value the Agency's UNC Activity Status will be set to if they are in a past due condition but have met all reporting requirements.

Reporting Violation: this will be the value the Agency's UNC Activity Status will be set to if they are not considered past due but have one or more reporting requirements that have not been met.

Survey Violation: this will be the value the Agency's UNC Activity Status will be set to if they are not considered past due but have one or more survey violations.

Training Violation: this will be the value the Agency's UNC Activity Status will be set to if they are not considered past due but have one or more training violations.

Certification Violation: this will be the value the Agency's UNC Activity Status will be set to if they are not considered past due but have one or more certification violations.

Multiple Violations: this will be the value the Agency's UNC Activity Status will be set to if they are past due **and** have one or more reporting requirements that have not been met.

3. The Agency Compliance FastTab has three additional fields for the automation functionality to be able to track errors and compliance issues.

   Notify Email Address: this is the Email Address of the user who should receive the error report.

   Notify From Email Address: this is the Email Address of the system sending the error report, it can be any Email Address as long as it's valid.

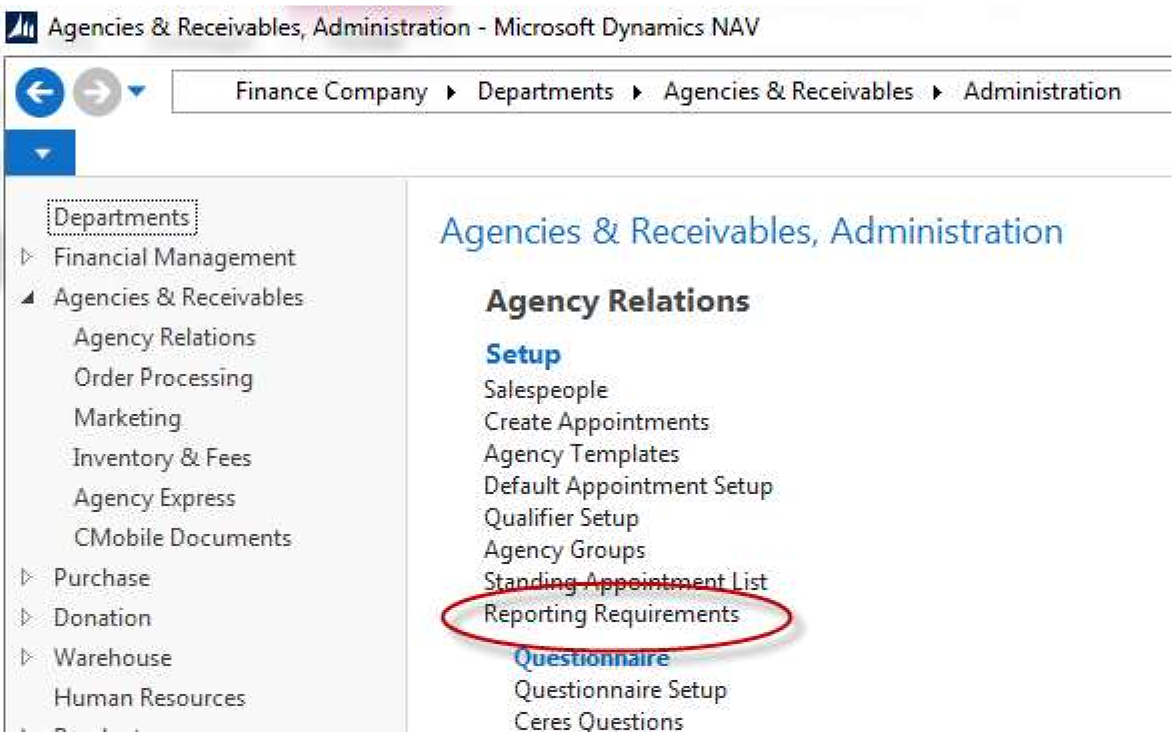
   Automation File Directory: this is the location where the compliance report will be saved to.

Reporting Requirements

Setup of the reporting requirements allows you to specify one or more template reporting requirements that Agencies may be subjected to. If you have programs at the food bank that require additional reporting either for food bank use, or some other entity such as state or federal government, etc., you may set those requirements up as well.

In addition to specifying a Code and Description for the reporting requirement, you will specify the time period required for each reporting requirement whether it be weekly, monthly, quarterly, yearly, etc. The time period allows the entry of any of the standard Ceres date formulas to be used to calculate compliance. You may also build in a grace period into your reporting time period, for example, if you require your standard food bank report to be filed monthly, you may enter the time period as 1M, but Ceres would view Agencies one day overdue as non-compliant. To build in an automatic grace period, you may enter the time period as "1M+1W" as an example and this would give Agencies an additional 1 week beyond their required reporting date.

1. To setup the standard report requirements go to Departments → Agencies & Receivables → Administration → Agency Relations → Setup → Reporting Requirements.

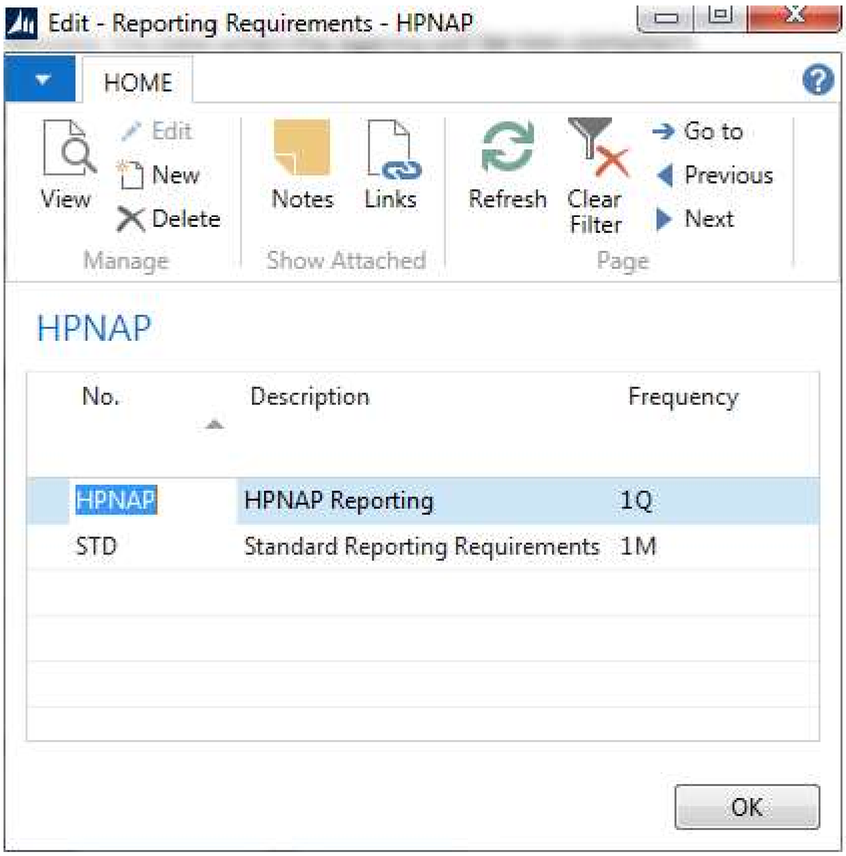


2. Fill in the Reporting Requirements as required. To add a new line select an empty row and enter a unique Code or select "New" from the Home ribbon. To edit an existing line, select the field you wish to modify and make the necessary changes. If you attempt to change the No. field on an existing line, Ceres will prompt you to renumber the existing reporting requirement line. To delete a reporting requirement, right-click on the line you wish to delete and choose delete line from the pop-up menu or select "Delete" from the Home ribbon. The fields of the reporting requirement are as follows:

   No.: This is unique Code used to define the Reporting Requirement. While you can use any Code you desire, it must be 10 characters or less and it is recommended that the Code be somewhat descriptive of the Reporting Requirement. This will make it easier for Agency Relation personnel to select the proper reporting requirements for each Agency.

   Description: Use this field (30 characters) to better describe the Reporting Requirement.

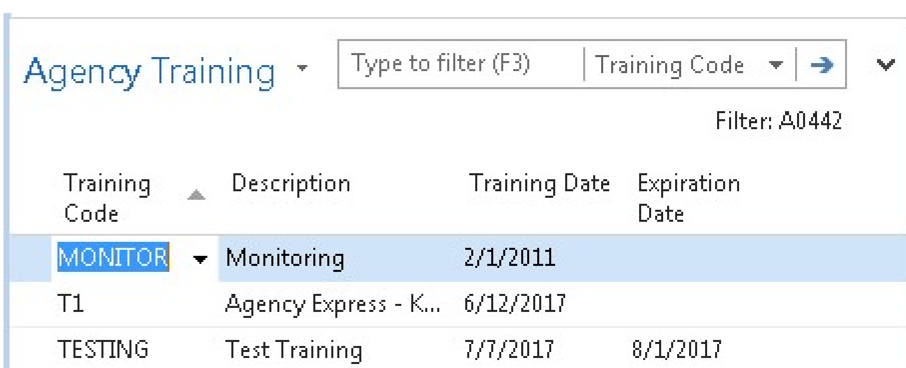
   Frequency: The frequency field is used to calculate the date when the Agency will be non-compliant. The date formula entered here is applied to the last date the Agency reported for this requirement to determine whether or not the Agency is compliant with this requirement. This field is a standard Ceres date formula. You can access using date formulas in the on-line help for more information on the acceptable characters for a date formula. As an example, 1M+1W would calculate to 1 month + 1 week, 1Q+10D would calculate to 1 quarter + 10 days, etc. It is recommended that you build in an allowable grace period into your date formulas; otherwise, strict adherence to the date policy will be applied.



Agency Training

Setup of Agency Training records allows the foodbank to track which Agencies are in compliance according to required training.

1. To add relevant training records go to the Agency Training page from a particular agency card. Navigate → Agency Training



2. From the Agency Training page you can create and track required training.

   Training Code: This is a unique Code used to define the Training Requirement. While you can use any Code you desire, it must be 10 characters or less and it is recommended that the Code be somewhat descriptive of the Training Requirement. This will make it easier for Agency Relation personnel to select the proper Training Requirements for each Agency on the Agency Reporting Requirements page.

   Description: use this field (30 characters) to better describe the Training Requirement.

   Training Date: the date in which the Training was received.

   Expiration Date: the date in which the Training will expire.

Agency Certifications

Setup of Agency Certification records allows the foodbank to track which Agencies are in compliance according to required certifications.

1. To add relevant certification records go to the Agency Certifications page from a particular agency card. Navigate → Agency Certifications

2. From the Agency Certifications page you can create and track required Certifications.

   Certification Code: This is a unique Code used to define the Certification Requirement. While you can use any Code you desire, it must be 10 characters or less and it is recommended that the Code be somewhat descriptive of the Certification Requirement. This will make it easier for Agency Relation personnel to select the proper Certification Requirements for each Agency on the Agency Reporting Requirements page.

   Description: use this field (30 characters) to better describe the Certification Requirement.

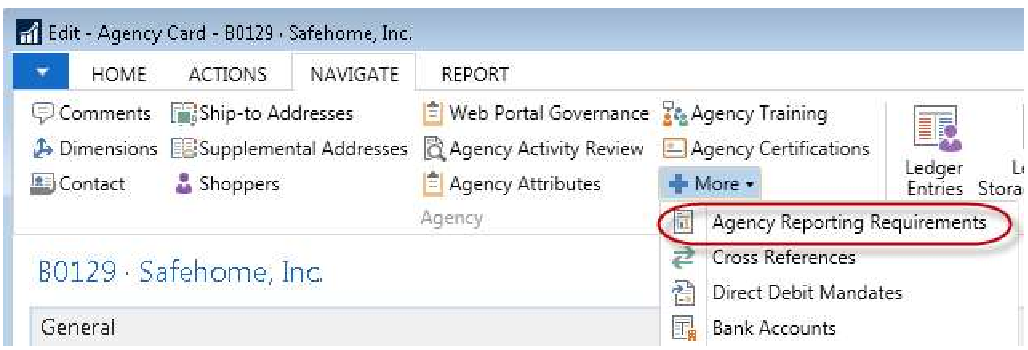
Certification Date: the date in which the Certification was received.

Expiration Date: the date in which the Certification will expire.

Agency Reporting Requirements

You can assign each Agency one or more of the compliance requirements (Report, Survey, Certificate, or Training) for monitoring. If an Agency fails to meet any of the compliance requirements it will be considered non-compliant and have its UNC Activity Status changed as defined on Agencies & Receivables Setup (see above). Agency Relations personnel with the proper authority can always override the UNC Activity Status of an Agency manually, however, remember that once the Agency Reporting Requirements Report is run again, the Agency will be marked as non-compliant if it still has not met its reporting requirements.

Setting up the Agency Reporting Requirements is accomplished from the Agency Card. Select Navigate → Agency → More → Agency Reporting Requirements.



1. To add a new Reporting/Compliance Requirement simply select a new line or select "New" from the Home ribbon. The Agency Number will automatically populate for the current Agency you are working on.

A0442 · STD · Report

Agency No.	Type	Report No.	Last Reportin...
A0442	Report	STD	8/1/2018
A0442	Certificate	T1	7/31/2018
A0442	Survey	TEST2	
A0442	Training	TESTING	7/1/2017

Agency No.: The agency you are currently working with. When you insert a new record this field is automatically populated.

Type: This field is the type of Reporting/Compliance requirement that you are adding for the Agency. The options are Report, Survey, Certificate, and Training.

Report No.: This is the unique code of the Reporting/Compliance requirement that you are adding. The drill down menu shows you related requirements based on the "Type" you entered before.
Last Reporting Date: This is user defined as to when the Agency submitted the particular requirement.

Enter the Type of Reporting Requirement (Report, Survey, Certificate, or Training) then enter the Report No. or use the drop-down assist to choose from available reporting requirements. Enter the date the Agency last reported for this requirement in the Last Reporting Date field.

NOTE: If the Last Reporting Date is not filled in, the reporting requirement will not be calculated, because of this, it is important that when setting up new agency reporting requirements, it is important to fill in the last reporting date with a valid date for all Agencies.

It will be necessary to return to the Agency Reporting Requirements sub Page when new Agency report/survey submissions are received by the food bank to update the Last Reporting Date.

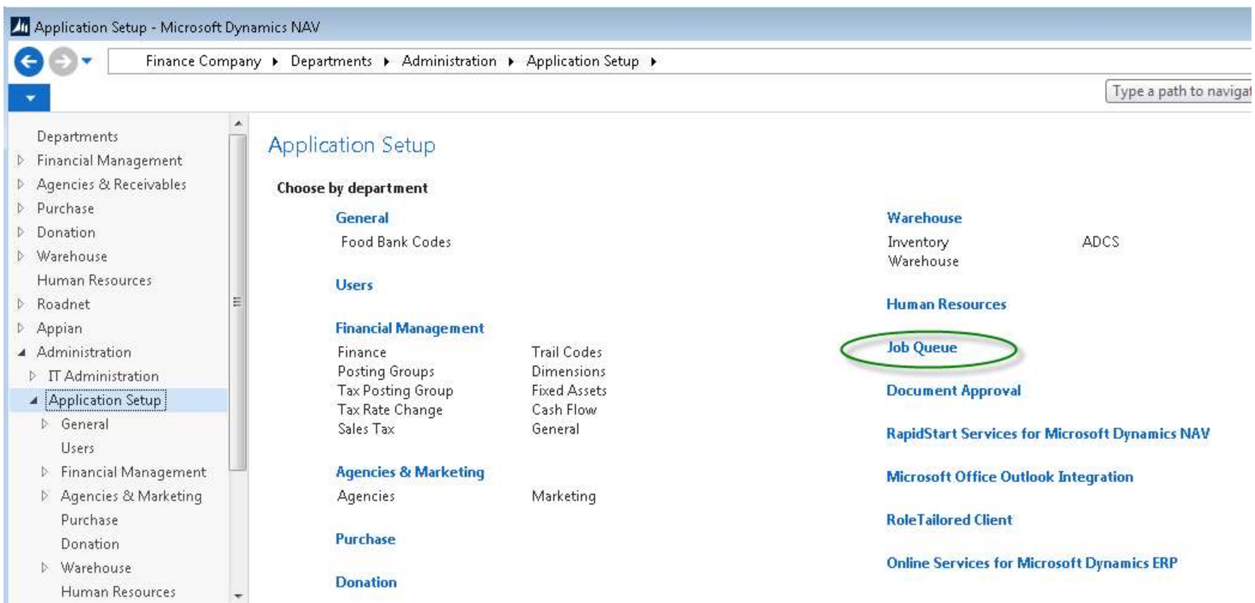
The Last Reporting Date is used with the Reporting Requirements Frequency Date Formula from the reporting requirements setup to calculate the date the requirements compliance will expire. ***These fields do NOT automatically integrate with Agency Questionnaires in Ceres.***

Agency Reporting Compliance Report

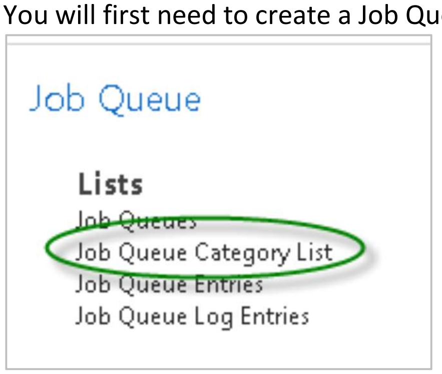
With CERES4.51.46 The Agency Reporting Compliance report will be ran exclusively through the Job Queue. To facilitate this automation, a Job Queue and Job Queue Entry will need to be setup. Each time it is run, every Agency that has reporting requirements will be reevaluated to determine its current compliance status. See details below.

Job Queue Setup

To access Job Queue Setup, select Departments → Administration → Application Setup → Job Queue



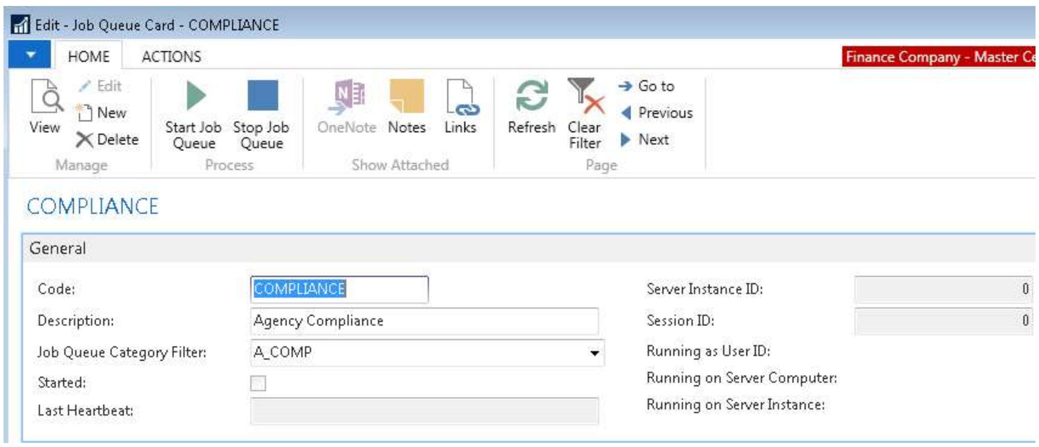
1. You will first need to create a Job Queue Category. Select “Job Queue Category List”.



2. Select the “New” action and fill in the Code and the Description.

3. When you have completed setup of the Job Queue Category, you can return to the Job Queue menu.

4. From the menu select "Job Queue", then select "New" from the Home Ribbon to open a new Job Queue Card.



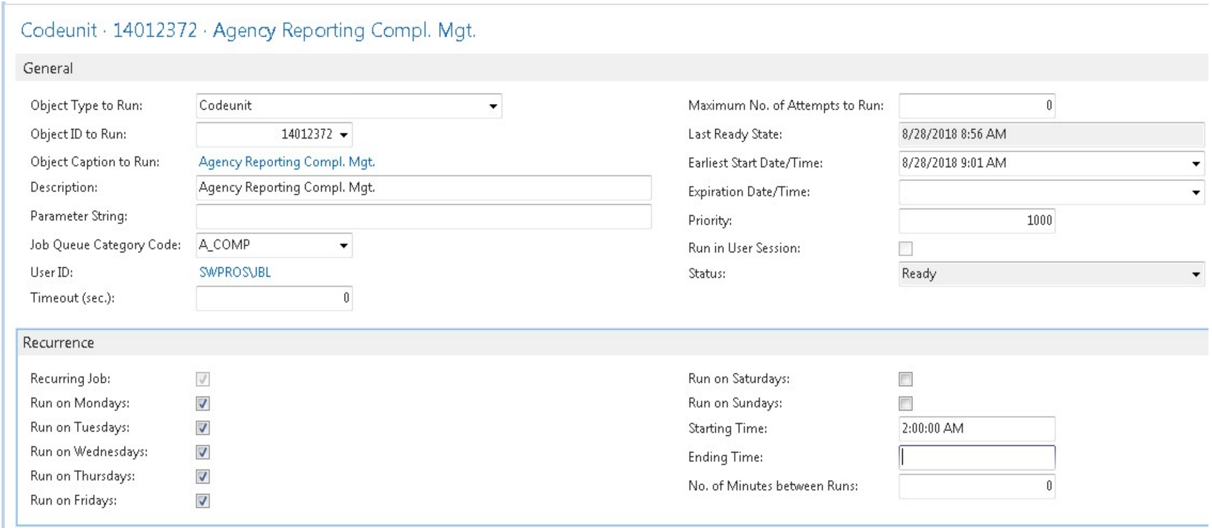
Code: Enter the code associated with the Job Queue record.

Description: Enter the description of this Job Queue record.

Job Queue Category Filter: Enter the appropriate Job Queue Category Filter using the drop-down list. Select the correct one to associate with this Job Queue, in our case we used "A_COMP".

5. When you have completed setup of the Job Queue, you can return to the Job Queue menu.

6. From the menu select "Job Queue Entries", create a new Job Queue Entry by selecting "New" from the Home Ribbon to open a new Job Queue Entry Card.



7. In the General fast tab fill out the following three fields:

   Object Type to Run: Codeunit

   Object ID to Run: 14012372

   Job Queue Category Code: A_COMP, this field must match the Job Queue that was created earlier.

8. In the Recurrence FastTab select when you want the Agency Reporting Compliance report to run. It is recommended to run Monday – Friday during off hours. In this example we have used 2:00 AM, but this could be at any time when maintenance or other overnight processes are not being ran.

Related Topics:

1. Agency Overview
2. Agency UNC Activity Status by Group