

## How to correct Service Term Import Failures

It is possible that certain service terms or pay award files may fail at import.

If the service term is required and does not import, we would recommend for you to add the service term template into Sims.net by following the steps shown below.

## Searching for an Existing Service Term

Before adding a service term to the system, it is advisable to search the database to ensure that the details have not already been entered.

1. Select **Tools | Staff | Pay Related** to display the **Find Service Term** browser.
2. Enter all or part of the **Service Term Code** and/or **Description** in the relevant fields. A combination of both the fields can be used to refine the search further, depending on the information available to you. Alternatively, the fields can be left blank to list all the service terms in the system.
3. Click the **Search** button to produce a list of existing service terms that match the search criteria entered.
4. Double-click the required service term to display the **Service Term** page, or click the **New** button to create a new service term.

## Adding/Editing a Service Term

When creating a new service term, please enter the minimum details required. The service term/pay award import will overwrite the details entered.

### Section 1 Service Term

1. Enter the unique **Code** for the service term – This will be the service term code which fails to import e.g. AT or QT
  - Please note - The Code becomes read-only once the service term has been saved.
2. Enter the Service Term Description – E.g. Qualified Teachers
3. Select the Salaried Check Box
4. Enter 37.5 in Hours Worked/Week
5. Enter 53.000 for Weeks Worked/Year
6. Remove the tick from Spinal Progression

## Example of Service Term Section 1

1 Service Term		Pay Pattern	
Code	QT	Salaried	<input checked="" type="checkbox"/>
Description	Qualified Teachers	Hours Worked/Week	37.5000
Spinal Progression	<input type="checkbox"/>	Term Time Only Possible	<input type="checkbox"/>
Increment Month	Not Applicable	Weeks Worked/Year	53.00000
		Teacher	<input type="checkbox"/>
		Hidden	<input type="checkbox"/>

## Section 2 Pay Awards

1. Start by selecting the Single Pay Spine check box (you may need to deselect if import still fails and states spinal progression failure)
2. Enter Minimum and Maximum points from 1 to 50
3. Select 'NEW' in Scales section and enter Code and Description as CODE, Min and Max points from 1 to 50 and Pay Scale and Regional Pay Spine with Teachers Main and Rest of England as shown below.

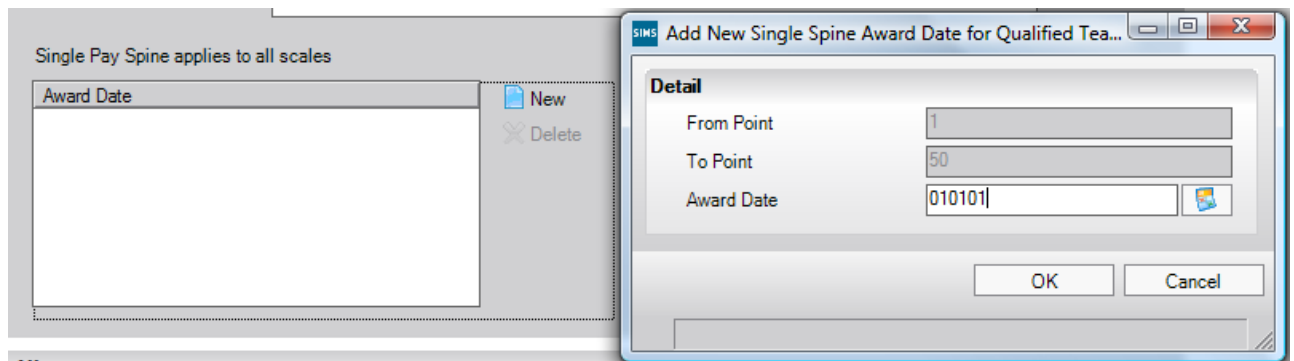
**SIMS Edit Scale for Qualified Teachers**

**Detail**

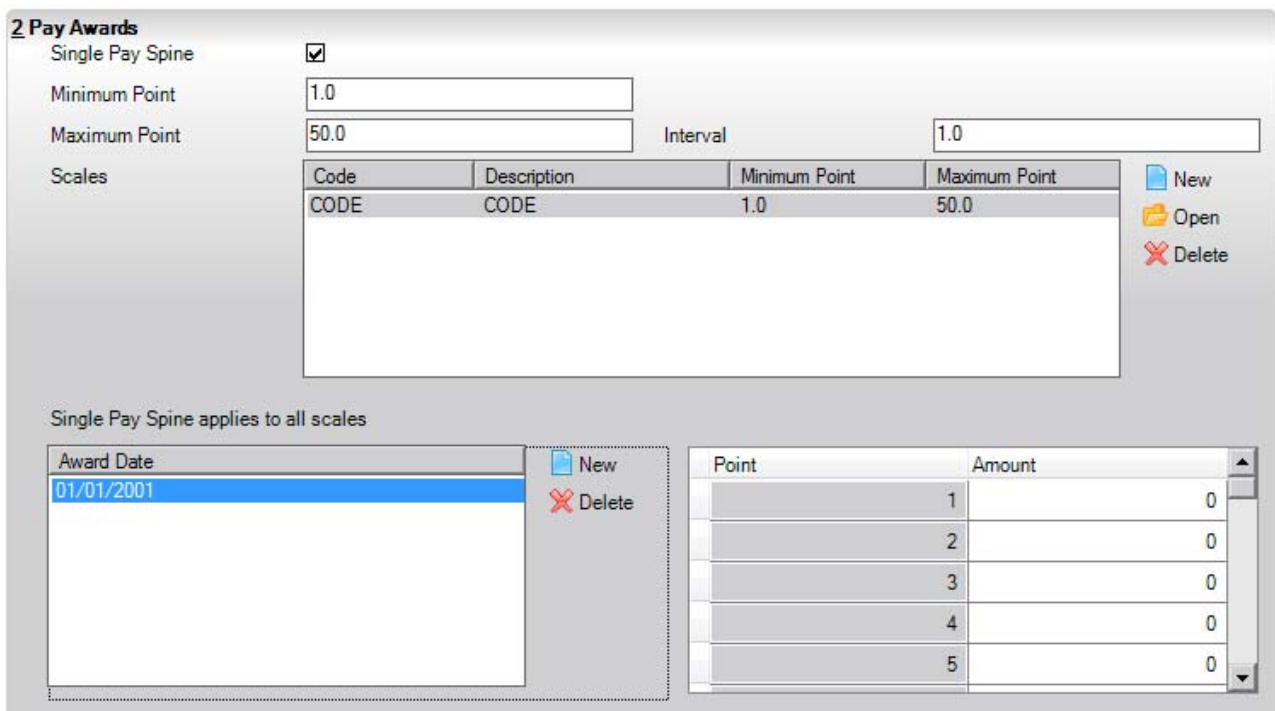
Code	CODE
Description	CODE
Hidden	<input type="checkbox"/>
Minimum Point	1.0
Maximum Point	50.0
PayScale	Teachers Main
Regional Pay Spine	Rest of England

OK Cancel

4. Within the Single Pay Spine section, select New and enter the award date as 01/01/01 and press 'OK'



The result of your entry should look similar to the below example -



## Section 4 Posts

Select 'New' and fill in the follow information as shown below. Continue by pressing 'Ok'

The screenshot displays the SIMS software interface. A dialog box titled "Add New Post for Qualified Teachers" is open, showing the following details:

Field	Value
Post Reference	POPS
Post Description	POST
Post Category	Teacher, Other
SWC Post	Classroom Teacher

The background interface shows a table with columns: Code, Description, Category Description, and SWC Post. There are buttons for "New", "Open", and "Delete" on the right side of the table.

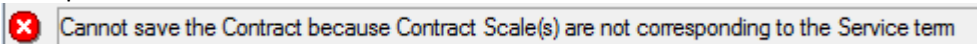
Once completed, please save the newly created service term and exit sims.net. Log back into Sims.net and retry the import process, you should now be able to import the service term(s) without receiving failure messages.

If you have any further problems or require further advice please do not hesitate to contact the helpdesk on 0844 893 8000.

## How to correct common errors when saving changes within Personnel 7

We have found that users have experienced errors within Personnel 7 when saving changes made to contract or personnel data. One of the most common errors (shown below) 'Cannot save the Contract because contract scales are not corresponding to the services term' Can be located at the bottom left-hand corner of sims.net.

Example of error -



The main areas where errors occur when saving changes to Personnel 7 data include invalid or missing pay scale /allowance information within the service term.

## How to check Service Term Pay Scale

Before accessing the service term setup, please take notes of the contracts within the personnel record such as service term, pay scale used, contracts start / end dates and pay points.

Example below

Scale	Start Date	End Date	Point
Scale 2	01/04/2001		13

Unfortunately, you will not be able to save changes within the personnel record at this time, please close the personnel record and discard all changes.

Please now open the service terms via **Tools | Staff | Pay Related** and select 'Search', please select the first relevant service term which applies to the Personnel 7 record (you may need to process this step for other service terms which appear within the personnel record contracts).

Please navigate to section 2, Pay Awards and select the Pay scale that appears within the member of staff contract. You will now need to check the section 'Single Pay Spine Applies to All Scales' contains a date before the contract started. If this is not the case, you can enter a new award date by selecting the 'New' button and entering the required date.

Example of Single Pay Spine Applies to All Scales section

Single Pay Spine applies to all scales

Award Date
01/04/2008
01/04/2007
01/04/2006
01/04/2005
01/04/2004
01/04/2003
01/04/2002

New  
Delete

Point	Amount
1	0
2	0
3	0
4	9648
5	9876

Save the service term and close.

You may need to perform this routine several times if a member of staff has multiple contracts and service terms.

### Checking Allowance Award and Contract End Dates

Following the same steps of checking the contracts, please take note of the service term, contract start dates, allowance start dates and allowance set.

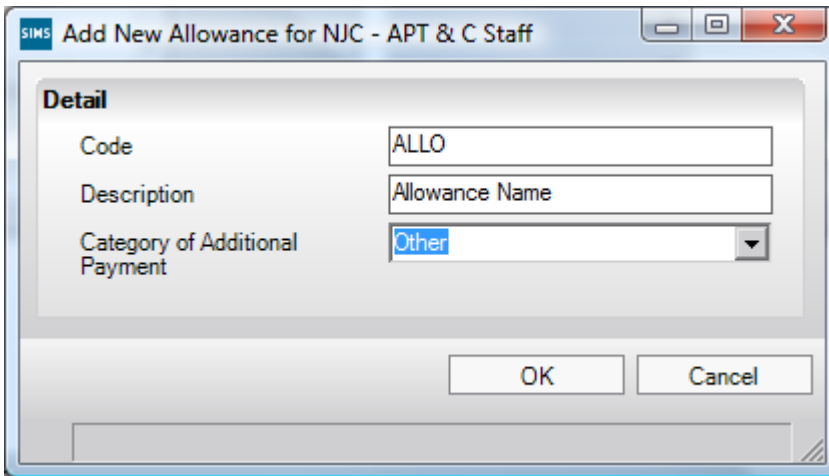
It is vital that the allowance start date is after the contract start date

Unfortunately, you will not be able to save changes within the personnel record at this time, please close the personnel record and discard all changes.

Please now open the service terms via **Tools | Staff | Pay Related** and select 'Search', please select the first relevant service term which applies to the Personnel 7 record. (you may need to process this step for other service terms which appear within the personnel record contracts).

Please navigate to Section 3 'Allowances' and compare the information you have taken from the personnel record contracts. You may find that the allowance within the service term does not exist.

If the allowance does not exist within the service term, please select 'New' and enter the allowance information and proceed.



The screenshot shows a Windows-style dialog box titled "Add New Allowance for NJC - APT & C Staff". The dialog box has a "Detail" section with the following fields:

- Code: ALLO
- Description: Allowance Name
- Category of Additional Payment: Other (dropdown menu)

At the bottom of the dialog box, there are two buttons: "OK" and "Cancel".

In the allowance award section, select New and enter the allowance award date (preceding from allowance start date within the contract) and save.

The example below shows Section 3 Allowances

The screenshot displays a software interface titled '3 Allowances'. It is divided into two main sections: 'Allowances' and 'Allowance Awards'.  
The 'Allowances' section contains a table with two columns: 'Code' and 'Description'. The first row has the code 'ALLO' and the description 'Allowance Name'. To the right of this table are three icons: a blue folder icon labeled 'New', a yellow folder icon labeled 'Open', and a red 'X' icon labeled 'Delete'.  
The 'Allowance Awards' section contains a table with two columns: 'Award Date' and 'Amount'. The first row has the date '01/01/2001' and the amount '100.00'. To the right of this table are the same three icons: 'New', 'Open', and 'Delete'.

Save the service term and close.

You may need to perform this routine several times if member of staff has multiple contracts and service terms.

If you have any further problems or require further advice please do not hesitate to contact the helpdesk on 0844 893 8000.