

# EMPLOYER BULLETIN

## GEMINI UPDATE: INACTIVE MEMBER DISCREPANCY

November 2021

The Employer Services Department has been receiving questions regarding a reporting issue in the Gemini Employer Portal. We have identified the issue and all members who are affected.



This is what we know:

- Every year, several year-end batch jobs are run after the Annual Reports are completed. Over the weekend, the Inactive Batch job was run. Members who have been set to an “Inactive” status in our legacy system, whether that status was set last year or any previous year, were set to an “Inactive” status in Gemini.
- A total of 1,732 “Active” members are currently being reported as “Inactive” in Gemini although they have returned to work in FY 2021-22.
- The Inactive status along with the current reporting of service is creating a discrepancy of data. The result is the reporting employers are receiving an ER4011 for these records, which is a fatal error, preventing the completion of current payroll reports.
- The IT Department is planning on completing a data fix for these members to remove the Inactive status and return these members to Active. This data fix could take up to two weeks to complete due to the complexity of the underlying data and necessary testing. Additionally, the long holiday weekend is adding to the estimated time for this fix.

### **Affected Employers Should Not Report Until Issue Fixed**

We are asking those employers who are affected by this production error to not move forward with your reporting until we follow up with another Employer Bulletin announcing the issue has been rectified.

As always, your cooperation and hard work has not gone unnoticed and is very much appreciated. We apologize for this inconvenience.