CAPPS Financials and HR/Payroll Combined User Group Meeting

Thursday, Jan. 26, 2023
9–11:00 a.m.
(Webinar Only)

I. Welcome/Announcements

- The combined user group for January was moderated by Saundra Farley, HR/Payroll System Support supervisor.

- The CAPPS Product team made two announcements about recent changes in the CAPPS Support team structure and revisions in the format of the user group meetings.

  o The Support teams' structure is divided into the **Financials Operations Area**, led by Rusty Charlton, and the **HR/Payroll Operations Area**, led by Jeremiah Jarrell. Each of those areas now contains two sections: System Support and Agency Services.

    ▪ In the Financials Operations Area, the **Financial System Support** section is led by Robin Fenner and the **Financials Agency Services** section is led by Tony Martin.

    ▪ In the HR/Payroll Operations Area, the **HR/Payroll System Support** section is led by Saundra Farley and the **HR/Payroll Agency Services** section is led by Erika Condado-Alvarado.

    ▪ This realignment of the teams is part of our strategy as we wrap up the last few years of CAPPS deployments and streamline to a production-only support model. Fiscal 2023 is the last year for HR/Payroll deployments and the last round of Financials deployments will occur in Fiscal 2024.

  o This year, the CAPPS Ancillary Support team is also looking at ways to reinvent the user group formats, including changes to the meeting structure itself, the provided materials and the selection of topics for each month's agendas — and we need your input to help us shape the new formats.

    ▪ Participants were asked to enter their answers to the following question in the chat:
      Which of the regular agenda items do you find most useful to your job?

    ▪ CAPPS users are encouraged to share ideas or suggestions for future user group topics with the CAPPS Product team by emailing CAPPS.Product.Team@cpa.texas.gov.

    ▪ Questions about the user groups in general or the related materials may also be submitted to the CAPPS Governance and Communications team at CAPPS.CGC.ba@cpa.texas.gov.

II. Production Updates

- **Financials activities were reviewed by the Financials Agency Services supervisor, Tony Martin.**

  o Financials SR Summary Data for December 2022 was reviewed. During December:

    ▪ 439 new tickets were opened.

    ▪ 420 were closed.

    ▪ 432 were carried forward from December into January.

    ▪ Ticket volume is trending as expected for this time of year.

  o The Financials Release Notes for January 2023 were reviewed. Highlights from the January release included:

    ▪ The ability to search by USAS Document Number and USAS Process Status was added to the Journal Inquiry screen (SR 21763).

    ▪ `PROJECT` and `ACTIVITY ID` fields now display on the Requisition Report (SR 25639).

    ▪ `VENDOR MAIL CODE` and `PCA` now display on the PO Print Report (SR 26702).

    ▪ The "*Would you like to wait?*" window functionality has been restored and returns the user to the **PO Search** page when **No** is selected, allowing users to continue working while a Purchase Order is being dispatched (SR 30651).

  o The Financials Production Release Schedule for February 2023 is divided into three groups:

    ▪ Monthly Release

    ▪ Bi-Monthly Release 1

    ▪ Bi-Monthly Release 2

- o Highlights of the February release are:
  - Bi-Monthly-1 changes will be in User Acceptance Testing (UAT) Jan. 30 – Feb 3, with a scheduled migration date of Feb. 9.
  - Monthly and Bi-Monthly-2 releases will be in UAT Feb. 13 –17, with a scheduled migration date of Feb. 23. Changes highlighted for this release are:
    - □ SR 30708 is a CAPPS Production release that enhances the Cash Receipts (CR) approval page to include Chartfield (CF) details. This SR will be in User Acceptance Testing (UAT) from Feb. 13 – 17 and will migrate to Production on Feb. 23.
    - □ SR 30281 is a CAPPS Production release that adds Requisition Origin to the fluid approval tile. This SR will be in User Acceptance Testing (UAT) from Feb. 13 – 17 and will migrate to Production on Feb. 23.
  - o The Financials Reports Release Schedule for February 2023 has only a monthly release set-up. Reports releases will be in UAT from Feb. 13 – 21 and will migrate to Production on Feb. 23. Highlights of the release include:
    - SR 31174 re-implements the secure CAPPS Custom Expense Report.
    - SR 30458 adds new fields to the CAPPS Custom Expense Report, including payment type and expense type.

- **HR/Payroll activities were reviewed by the HR/Payroll Services supervisor, Erika Condado-Alvarado, and the HR/Payroll System Support supervisor, Saundra Farley.**
  - o HR/Payroll SR Summary Data for December 2022 was reviewed. During December:
    - 581 new tickets were opened
    - 618 tickets were closed
    - 755 tickets were carried forward from December into January.
    - Ticket volume is normal for this time of year and includes tickets related to the calendar year-end (CYE) activities for all agencies.
  - o The HR/Payroll Release Notes for January 2023 were reviewed. Highlights of the January releases included:
    - The "*Your Timesheet Activity*" email validates the user's time and labor (TL) information so that the only leave entries reflected in the email are those maintained by their supervisor, the time administrator or the TL superuser (SR 37342).
    - The document approval workflow follows the roll-up/roll-down process, so the approval follows the document when an ePM manager is terminated or transferred to another state agency. (SR 17119).
    - The new **TX Year-End Consent Status** query provides both W-2 and 1095-C consent status for active employees in one collective view, available to Human Resources (HR), Benefits and Payroll core users (SR 27393). Details of this new query are reviewed in section five of this meeting.
  - o The HR/Payroll Production Release Schedule for February 2023 is divided into three groups:
    - Monthly Release
    - Bi-Monthly Release 1
    - Bi-Monthly Release 2
  - o SRs highlighted for UAT activity include:
    - Bi-Monthly-1 releases will be in UAT Jan. 30 – Feb. 3, with a scheduled migration of Feb. 9.
      - □ SR 41982 ensures that users with the TX_PY_BLR_RETRO_TERMINATION role are notified when a terminated user is in an overpayment status.
    - Monthly and Bi-Monthly-2 releases will be in UAT Feb. 13–17, with a migration date of Feb. 23.
      - □ SR 39391 fixes an issue in the timesheet that allowed users to increase hours on time that had already been submitted and approved. With this change, users now receive a pop-up message stating that the time cannot be altered. If users need to add time, they need to enter a new line entry for that period.
      - □ SR 43649 creates a new query to identify employees enrolled in the Group 4 retirement plan, who have earnings with the "OK to Pay" flag on for earnings periods less than 09/01/2022.

- The HR/Payroll Reports Release Schedule includes two SRs. These will be in UAT Feb. 13–17, with a production migration date of Feb. 23.
    - SR 4675 will fix an issue causing multiple worksite report wages to be overstated.
    - SR 24276 will create a new query for Skipped Checkpoints.
- HR/Payroll SRs Submitted to Governance (Voting Items)
    - One HR/Payroll enhancement was presented for a vote by HR/Payroll analyst, Shelly Wilder.
    - SR 40891 is a reports enhancement that adds seven additional values to the current PEI Extract layout. Those fields are:
        - ☐ `TEXAS STATE JOB CODE TITLE`
        - ☐ `AGENCY JOB CODE DESCRPTION` (first 250 characters)
        - ☐ `PAYCHECK DEDUCTION CALCULATE BASE (ABBR)`
        - ☐ `EMPLOYEE RETIREMENT INDICATOR`
        - ☐ `JOB ACTION REASON DESCRIPTION`
        - ☐ `PAYROLL EARNINGS PAY CALENDAR PAY END DATE`
        - ☐ `PERSON NAME TYPE`
    - The new fields will be added at the end of the records on the extract and will extend the record length. Agencies that do not need this additional information can disregard these fields.

III. Project Updates

- The CAPPS Financials agency deployment update was presented by CAPPS project manager, Adrian Cantu.
    - The five Fiscal 2023 deploying agencies for Financials are on track to go live on Sept. 1, 2023, with a soft go-live on Aug. 7.
    - The project overall is 39% complete, with all project activities proceeding as expected.
    - Discovery sessions were completed in December; configuration and prototyping sessions are in progress.
- Adrian Cantu also presented the CAPPS HR/Payroll Recruit deployment update.
    - The five agencies deploying Recruit in Fiscal 2023 are on track to implement the CAPPS Recruit module on May 17, 2023. The project overall is 44% complete with no risks or issues.
    - The Fit-Gap analysis is complete and the Conference Room Pilots (CRPs) will continue through Feb. 17. Development of agencies reports is in progress and prep is underway for UAT in March.
- The CAPPS HR/Payroll agency deployment update was presented by CAPPS Financials Operations Area manager, Rusty Charlton.
    - The six agencies deploying HR/Payroll in Fiscal 2023 are on track to go live on May 8, 2023.
    - The project is 28% complete overall with all milestones progressing as planned.
    - The security analysis is complete.
    - The configuration sign-off, system test and CRPs are in process.

IV. Reminders

- The new *ASP Service Request Ticket Survey* that was added to system-generated messages was presented by the CAPPS Product team's Financials lead, Lauren Denby.
    - The survey is included in the text of the notifications for closed and completed tickets of certain ticket types, such as informational tickets and data change tickets.
    - The CAPPS Support team is asking for Level 1s who receive a survey link in their closed or completed ticket notification to take a few minutes to respond and complete that survey.
        - The survey link is displayed under the **Support Request Detail** section, just below the `SHORT DESCRIPTION` entry field.
        - When completing the survey, ensure that the SR Number is entered in the first field of the survey so the CAPPS Support team can review the ticket along with your feedback.
    - All submitted responses are reviewed weekly by the CAPPS management team.
        - The feedback received through this survey will be reviewed and used to guide improvements in the ticketing system and with the Help Line process overall.
        - The survey includes space to provide contact information, if you would like to discuss your feedback or experience in further detail, or if you require additional assistance.

- HR/Payroll Calendar Year-End (CYE) Updates were presented by HR/Payroll Agency Services supervisor, Erika Condado-Alvarado. Key dates and activities included:
  - W-2 forms were available for pick-up beginning Jan. 20.
  - On Jan. 31, CAPPS Production support staff will run the TAX915-W3/W-3SS Transmittal Totals report and provide the report to SSA on behalf of the agencies.
  - 1095-C forms will be available for pick-up on Feb. 24.
  - E-file 1095 transmittal will occur on Mar. 31. CAPPS production support will provide the report of totals transmitted to the IRS on the agencies' behalf.

V. Features and User Spotlights

- An overview of the *HX Compare Error* report process was presented by Financials analyst, Karl Westerman.
  - Two projects were implemented to assist agencies with resolving transactions in the Error in Compare status on the **IN Browser**.
    - **SR 23560** updated the USAS to CAPPS message format and was implemented on May 31, 2022.
      - Error messages that do not indicate compare errors in values between USAS and CAPPS transactions were changed from **Exception**-type messages to a **Match** or **Warning** message.
      - Error messages were reformatted to include values from both USAS and CAPPS transactions, so the discrepancy is clearly conveyed to the user.
    - **SR 26230** created the *HX Compare Error* report and was implemented on Dec. 8, 2022.
  - On the new *HX Compare Error* report, only error messages from the USAS to CAPPS Inbound Compare process are displayed and only include discrepancies found in the following fields:
    - `APPROPRIATION NUMBER`
    - `APPROPRIATION YEAR`
    - `COMPTROLLER OBJECT`
    - `FUND CODE`
    - `PCA`
    - `TRANSACTION AMOUNT`
    - `VENDOR NUMBER`
    - `VENDOR MAIL CODE`

- An overview of the new HR/Payroll query for eConsent (now available to all agencies) was presented by HR/Payroll analyst, Danielle Groeninger. This query replaces the *Year-End Consent Status* report.
  - The new query for the **TX Year-End Consent Status Report** includes W-2 and 1095-C consent statutes so agencies may collectively view the consent status for their agency's active employees across all calendar year-end functions.
  - To run the report, navigate to the **Query** tool and search by either entering the whole name or the beginning of the query name and selecting the output type — either HTML, Excel or XML. Populate the prompt value with your agency number and click **View Results**.
  - Results include a Yes (**Y**) or No (**N**) value indicating if the eConsent was selected for W2s or ACA (1095-C) documents and includes the last date change for each document type.

VI. Open Forum Q&A

- The open forum question and answer section is a new segment added to the user group format. The intent of this section is to allot time in the agenda for agencies to ask any questions or bring up any topics that are not covered by the agenda each month. The CAPPS team will also present questions for feedback from users on non-agenda topics or processes.

- This month, the CAPPS team posed the following question to meeting attendees: What CAPPS page or process do you use the most in your job?

VII. Deep Dive Topics

- A detailed review of the ticket **Priority Level** used in CAPPS Service Requests (SRs) was presented by Financials Agency Services supervisor, Tony Martin.
  - The CAPPS Agency Services intake team is responsible for assessing all requests to ensure the ticket fields are accurate and include sufficient information before assigning the ticket to an analyst, including the ticket's priority level.
  - There are four options for priority level in the SR system:
    - **Priority 1 – Critical**: the situation has an immediate negative impact on agency business functions. This might be a production system outage, degradation of system performance or a system-critical payroll or financial issue.
    - **Priority 2 – High**: the situation will have an eventual impact on agency business functions or it is a system non-critical payroll or financial issue.
    - **Priority 3 – Medium**: the issue impacts multiple users, but a workaround is available. The issue requires additional troubleshooting or research and does not have an impact on normal agency business functions. This may be for routine requests with an adequate lead time for completion.
    - **Priority 4 – Low**: the issue pertains to workflow tasks or requires clarifying information from the Comptroller's office.
  - The CAPPS team will occasionally update the priority of an SR to either raise or lower the priority level based on certain factors:
    - The business impact was not clearly stated when the request was originally submitted.
    - A deadline has been identified or changed.
    - The number of users impacted has changed.
    - Staffing changes to the impacted user, including if that user is out of the office.
  - Level 1 staff should ensure that all necessary information is included in the ticket, including where the main issue occurred in the process (specific page or steps) and any actions taken by Level 1 staff or other agency staff while attempting to troubleshoot the issue. Specific business impacts should always be included in the ticket.
  - In addition to ticket priority, other key points related to ticket evaluation and processing include:
    - Turnaround time on a request is affected by the complexity of the request and the time required to develop a solution.
    - *Business Objects* (BOBJ) requests are not considered critical.
- An overview of Financials Prior-Year (PY) Asset additions in the Asset Management (AM) module was presented by CAPPS Financials analyst, Mark Nelson.
  - When closing CAPPS Asset Management for the fiscal year, the AM *Open Calendar* is updated from the prior year to the current year. This calendar controls the asset processing for prior year and current year transactions.
  - The SPA system *Close Parameter* is maintained and updated by the CAPPS Support team when SPA notifies CAPPS that the fiscal year is closed prior to or by Oct. 20 of the calendar year (CY).
  - For AM prior year additions:
    - In SPA, the **PAPADD** screen is used for current asset additions when the fiscal year is open. The **PAPPFY** screen is used to add prior year transactions when the prior year is closed; in the sample screen presented, the asset is added with an effective date of *09/01/CY*.
    - In CAPPS, the SPA integration for the prior year asset additions is interfaced based on the CAPPS *SPA Close Parameters*.
  - A prior year effective date update can be made using one of two options:
    - **Prior year asset update PO/AP integration**: the receipt date defaults to the current date and can be updated to the prior year. This becomes the effective date. If PY is closed, update to *09/01/CY*.
    - **Manual additions/spreadsheet:** The asset effective date defaults to the current date and can be updated to the prior year. If PY is closed, update to *09/01/CY*.

- An in-depth review of the Financials *Binding Encumbrances* process was presented by CAPPS Financials analyst, Darayle Knause.
  - Requirements for binding encumbrances include:
    - State agencies and institutions of higher education must report binding encumbrances and payables for appropriated funds in USAS for the current appropriation year (AY) within 30 days following each of the first three quarters of the fiscal year. Certifications are required when binding encumbrances and payables are reported.
    - Binding encumbrances and payables must be reported **annually** (by Oct. 30) to the Texas Comptroller of Public Accounts (Comptroller's office), the State Auditor's Office (SAO) and the Legislative Budget Board (LBB) for all appropriated funds for all open appropriation years. (The recommended due date for GR consolidated agencies is Sept. 30.)
    - For more detail on the USAS requirements, see the *Encumbrance Report and Lapsing of Appropriations (APS 018)* (FPP 019) on FMX's **Policies/Procedures (FPP)** page.
  - When binding encumbrances, these guidelines should be followed:
    - The CAPPS journal entry should be a net zero entry (i.e., reversing accrual or $0 journal entry for reporting only).
    - Commitment Control should bypass the accounting event.
    - Business objects (BOBJ) report **TXEGL702B – Binding Encumbrances** is needed for the *Summary CAPPS Journal Entry*. Due to the size of the journal, agencies are advised to use the *GL Spreadsheet Loader* function.
    - To complete this action, the user must have the *Bypass Budget Checking* security access.
    - The DOC_TYPE field must be updated to receive **E** and **U** documents. Assistance from the CAPPS Support team is required for this change.
    - Transactions may be submitted to USAS as either **U** or **E** document type. These document types are considered **partial post** and may impact the CAPPS **USASProcStat** status.
  - The same approach used for quarter-end entries can be used to place the entry on the last day of the month in USAS.
  - To compile your binding encumbrances data for the journal entry, use the **TXEGL702B – Binding Encumbrances**. Use the *Accounting Period* prompt to report the correct quarter or the entire fiscal year.
- A step-by-step walkthrough on how to clear pre-encumbrances from a requisition was presented by CAPPS Financials analyst, Adrian Respress.
  - When a user copies a requisition to a purchase order (PO) and gets a valid budget check, the funds are moved from the requisition (pre-encumbrance) over to the PO (encumbrance).
  - Once the PO is finalized, any remaining funds (pre-encumbrance balance) on the associated requisition will be liquidated.
  - Clearing the pre-encumbrance balances is critical so that those funds can be reapplied for future use.

VIII. **Wrap-up/Close Meeting**
- Next meeting: **Tuesday, Feb. 28, 2023** —a combined CAPPS Financials and HR/Payroll User Group meeting.
- Submit ideas or suggestions for future user group discussion by emailing the CAPPS Product team at CAPPS.Product.Team@cpa.texas.gov.