

CAPPS HR/Payroll User Group Meeting

Tuesday, May 23, 2023

9–10:30 a.m.

(Webinar Only)

I. Welcome

- The May HR/Payroll user group meeting — moderated by Sandra Farley, HR/Payroll system support supervisor.
- Six newly deployed agencies were welcomed by Sandra.
- This month's icebreaker question:
"What's your biggest hurdle with fiscal year-end processing and/or new year setup (in CAPPS)?" (The responses entered in chat will be reviewed at the June user group meeting.)

II. Announcements & Reminders

- Some announcements and several reminders — presented by Erika Condado-Alvarado, HR/Payroll agency services supervisor, and Marissa Hoffman, HR/Payroll analyst.
- A summary of the feedback to questions from the April HR/Payroll User Group meeting.
 - The first question (for payroll officers):
"How do you know when you experience a payroll failure?"
Feedback results indicated that:
 - 34% – payroll checklist – Day 2 process (reviewing Document History page in CAPPS)
 - 26% – review of daily Standardized Payroll/Personnel Reporting System (SPRS) files
 - 20% – ASP ticket creation by CAPPS support
 - 20% – email notification from CAPPS support
 - The second question:
"What step(s) in the hiring process usually causes the most delay?"
A summary of feedback results (the items in bold are part of the deep-dive topic for today):
 - Waiting on HM to do interviews/reference checks.
 - **Texas.gov Digital Identity Solution (TDIS) for new hires and inter-agency transfers.**
 - Getting qualified candidates; need of extending reqs.
 - **Hire someone part-time in CAPPS.**
 - **Letter of Authorization (LOA) for no-shows or to be removed, record is separate rather than removed.**
 - Candidates' information updates once a job has been unposted.
 - Background investigations.
 - Direct transfers – losing agency has not termed employee.
 - **Data not pulling in from recruit correctly for hires.**
 - Obtaining personally identifiable information (PII) information for candidates.
 - Posting for unpaid intern positions.
 - **Security access to all modules for new hires causes delays.**
 - **Getting leave balances transferred for inter-agency transfer candidates.**
- Several reminders for upcoming activities:
 - Agencies must submit names of authorized employees and a new LOA signature list form by May 31.
 - The CAPPS Governance Committee members election for biennium fiscal 2024-25 is in progress and a call for nominees should go out in late May, with voting to begin in mid-to-late June.
 - The CAPPS ad-hoc reporting team is available to provide more direct assistance to agencies through the CAPPS helpdesk.

III. Production Updates

- CAPPS HR/Payroll activities — reviewed by Erika Condado-Alvarado and Sandra Farley.
 - HR/Payroll support request (SR) summary data for April 2023 included 619 new tickets opened and 603 tickets closed. There were 692 tickets carried forward from April to May.

- The May 2023 HR/Payroll release had 20 updates including 10 new features, two bug fixes, and eight improvements. Among the highlights:
 - Disqualification question responses have been added to several Oracle Business Intelligence (OBI) reports so that agencies are able to better compare one candidate to another during screening (**SR 42677**).
 - Recruit bug fix that allows users with access to preview attachments so that it saves time in their daily recruiting duties (**SR 45441**).
 - Added the Payroll Summary and Payroll Register report to the page, collections were added to the left-hand navigation of the Payroll Distribution tile, Funding Reports menu, so that the reports are in the same place as other payroll reports (**SR 40902**).
- The HR/Payroll production release schedule for June 2023 has two releases.
 - Build for the monthly release occurred in April.
 - Build for the bi-monthly release 1 occurred the first week of May.
 - Both releases move to User Acceptance Testing (UAT) May 29—June 2 and deploy to production on June 8.
 - The highlighted SRs for June include:
 - SR 43778 – This bug fix corrects future-dated direct deposits and send them to SPRS/ Texas Identification Number System (TINS) as soon as the system date is greater than or equal to the effective date of the change.
 - SR 42258 – This improvement prevents re-running the Actuals Distribution process when the payroll document is already posted to General Ledger (GL), so the GL interface will not generate a duplicate journal file for CAPPs Financials.
 - SR 17807 – This improvement allows agency admin/superusers to see one row per employee displayed on the TX_TL_AGY_EMP_OT_BAL query results so it's easy to understand the final ending balance.
 - SR 40725 – This is a new feature (to deploy in July) that allows OBI report users the ability to filter the Requisitions Details report data by Current Requisition Status and review requisition details in selected statuses only.
- The June 2023 UAT highlights include three SRs — presented by Allen Varghese, Hima Bode and Gupta Nerella, HR/Payroll analysts:
 - **SR 45575** – A feature to prevent users from unconfirming/unsheeting a payroll that has a status of USAS accepted.
 - **SR 44767** – A new comprehensive report of approved leave types and balances for all employees.
 - **SR 45523** – (**This is still pending legislative approval**) A statewide salary increase of \$250 or 5% (whichever is greater) effective July 1. To ensure salary changes are in the system, UAT will occur May 30 —June 5. Refer to **SR 45613** for corresponding information.
- The HR/Payroll SRs submitted to Governance (voting items) this month included two enhancements — presented by Shelly Wilder, HR/Payroll analyst.
 - **SR 19911** – A new query to provide a list of all active positions and current incumbent information.
 - **SR 40571** – A new query to report the last time a functional job code had an incumbent.

IV. Project Updates

- The CAPPs HR/Payroll agency deployment update — provided by Saundra Farley, CAPPs HR/Payroll system support supervisor.
 - Six agencies successfully deployed on May 8.
 - Project is 99% complete overall.
 - Remaining post-deployment support is in progress.
 - This is the last update for deploying agencies.
 - All new agencies have processed payroll on time — kudos and welcome to CAPPs HR/Payroll!
- The CAPPs Recruit agency deployment update — presented by Adrian Cantu, CAPPs project manager.
 - The five agencies deploying the CAPPs Recruit module had a successful go-live on May 17, 2023.
 - Project overall is 96% complete with no risks or issues.
 - All agencies will transfer over to production support, if needed — Welcome to CAPPs Recruit!

V. Features and User Spotlights

- The SPRS Audit Report — presented by Pawan Kapany, HR/Payroll analyst.
 - The SPRS audit report is a helpful tool to identify potential issues in CAPPs and SPRS before they occur.
 - The defensive query: TX_PY_SPRS_NO_CODING_550 identifies employees with deductions not mapped to the SPRS mapping table.
 - If you experience issues, reach out to the CAPPs production support team for assistance.

VI. Open Forum Q&A

- Attendees were asked:
“What are the top 5 questions you typically receive from users.”
(The responses entered in chat will be reviewed at the June user group meeting.) .

VII. Deep Dive Topics

- The May 2023 CAPPS Hiring Process — presented by Marissa Hoffman, HR/Payroll analyst.
 - The CAPPS Custom Hire menu relies on an employee’s social security number (SSN) to process a new hire record. It is very important to ensure the correct SSN is entered for a new hire.
 - If a new hire has an existing record in CAPPS, the employee ID (Empl ID) and name populates on the Custom Hire page and a warning message appears to confirm this entry.
 - Entering an incorrect SSN can result in:
 - Employees getting paid under the wrong SSN.
 - Incorrect employee records that cannot be deleted because they were already paid.
 - Multiple days are lost to processing the correction of records in CAPPS and SPRS.
 - Possible CAPPS access interruption for employees while corrections are completed.
 - The hire date should always be verified before saving the new hire record. If a hire date is incorrect an agency superuser must:
 - Correct every instance of the hire date on the Modify a Person screen and then correct the hire date on the Manage Job new hire row.
 - Correct the date on the Tax Distribution page. Navigation is from the Payroll & Commitment Accounting dashboard > Employee Pay Data tile > the Tax Distribution page.
 - Attach a LOA to a new ASP support request ticket once all corrections have been completed so the CAPPS support team can correct the Time Report, Schedule and Comp Plan dates.
 - Position Data must also be confirmed before entering a new hire in CAPPS. New hires entered with incorrect position data will be corrected in CAPPS and SPRS and may impact an employee’s pay and the time and leave balances.
 - Important points of data to verify prior to entering position data in CAPPS include:
 - Position Effective Date
 - Job Code
 - Salary Group
 - Full-time/Part-time Indicator
 - Standard Hours and FTE
 - FLSA Status
 - Hazardous Duty Indicator (if applicable)
 - Future-dated hires are allowed, but not recommended for the following reasons:
 - Future-dated hires in CAPPS will not load into SPRS and direct deposit instructions will not load into TINS until the system hire date is reached.
 - If the new hire is a former employee in CAPPS and declines the offer (or is a no-show on their first day), their record cannot be deleted from your agency.
 - The record is terminated in Manage Job and remains tied to your agency, which may affect statewide reporting, requiring the agency to manually remove the person from reports.
 - Removing future-dated hire CAPPS records requires various CAPPS support teams to process the removal of records from CAPPS and SPRS over multiple days.

VIII. Wrap-up/Close Meeting

- The next HR/Payroll User Group meeting — Tuesday, June 27, 2023.
- The next Financials User Group meeting — Thursday, June 29, 2023.
- Submit ideas or suggestions for future user group discussion to: CAPPS.Product.Team@cpa.texas.gov
- To be added to the distribution list for the user group meetings, email CAPPS.CGC.BA@cpa.texas.gov