CAPPS HR/Payroll User Group Meeting

Tuesday, Feb. 27, 2024
9–11 a.m.
(Webinar Only)

I. Welcome

- This month's icebreaker asked attendees to rate how often they read the **News Tile** on the ESS landing page.
- Responses via the Slido poll — of the 570 attendees, 300 (5%) participated in the poll:
  - 16% indicated they read it "Every time I log in."
  - 28% responded "Often."
  - 38% said "Sometimes."
  - 18% chose "Rarely."

II. Announcements and Reminders

- Updates were made on **Feb. 26** to the User Preferences Online Request form, offering additional selections via the Security Request system.
- Implementation of the Auto-Hold of CAPPS to USAS Outbound process began on **Jan. 25**. To implement this process, agency Level 1 support staff can submit a Service Request (SR) providing the user IDs for individuals who should receive the email notifications when an outbound file is held. Fifteen agencies have already set up notifications.
- Calendar Year-End activities are continuing to wrap up. The remaining activities and key dates are:
  - **Feb. 23** — The printed 1095-C forms are available for pick-up.
  - **March 31** — CAPPS production support runs the transmittal for IRS 1095-C reporting.
- Business Objects (BOBJ) and PeopleSoft (CAPPS) upgrades are coming this summer. The new images are available for agency User Acceptance Testing (UAT) that occurs **May 6**–**June 14** and the images go live in Production on **June 24**.
  - BOBJ upgrades from version 4.2 to 4.3 and provides a new user interface with improved methods for accessing and organizing reports.
  - PeopleSoft HR/Payroll upgrades from Image 40 to Image 47.
  - PeopleSoft Financials upgrades from Image 41 to Image 48.
  - The BOBJ Team will present an overview and demonstration of the new BOBJ interface at the Combined HR/Payroll and Financials User Group meeting on **April 25**.
- Run Controls for afternoon transmissions to the Uniform Statewide Accounting System (USAS) were modified on **Feb. 16**. Now, the 2:45 p.m. outgoing transmission only contains Journal source transactions and the transactions from sources PAY, USA and HX are transmitted through a newly created batch process that runs at 4 p.m.
- The CAPPS Training website now includes two new resource pages: **Desk Aids** and **FAQs** — available in the top horizontal menu bar. The CAPPS training and product teams are collaborating to identify additional content for these pages.

III. Production Updates

- The Financials SR Data for January 2024 included:
  - 573 new tickets opened.
  - 592 tickets closed.
  - 338 tickets carried forward from January into February.
- The February Financials releases included three new requests that include two bug fixes and one improvement. Highlights of these changes:
  - A bug fix to make the Budget Date default match the Accounting Date when an ePro requisition is changed. (**SR 37704**)
  - An improvement to limit Purchase Order (PO) receipts to a maximum of 999 asset IDs. (**SR 37190**)
  - Three SRs previously intended for February release (**SR 21939**, **SR 31969** and **SR 39188**) have been moved to March.
- The Financials Release 1 for March contains five requests for two bug fixes, two improvements, and three new features. User Acceptance Testing (UAT) for this release occurs March 4–8 and Deployment occurs on March 14.
- The Financials Release 2 for March contains six requests for one bug fix, three improvements and two new features. UAT for this release occurs March 18–22 and Deployment occurs on March 28.

- For the new functionality being implemented in the March releases, five changes are highlighted for agency testing during UAT. The functionality and acceptance criteria:
  - **SR 30586** – A request to improve the Travel and Expense (T&E) Workcenter by adding reports and queries directly to the Workcenter. This request has extended UAT and migrates to production on April 11.
    - Acceptance Criteria: In the T&E Workcenter, travel coordinators should see two different tabs (***Main*** and ***Reports/Queries***). The ***Main*** tab features ***My Work*** and ***Link*** sections. The ***My Work*** section directs users to the list of T&E transactions based on the filter criteria applied. The ***Link*** section provides easy access to create or modify travel requests for agency employees. The ***Reports***/***Query*** tab allows users to run the CAPPS-developed reports for *Travel Authorizations* and *Expense* reports.
    - CAPPS analysts will send the UAT kickoff meeting on the first week of March to all T&E agencies and coordinate UAT testing to provide test scenarios and scripts.
  - **SR 36467** – A request to enable querying of the list of Standard PO Comments, which is included in Release 1.
    - Acceptance Criteria: The new View (TX_PO_STDCOM_VW) should be available for users to create the Query, which should run successfully and list the Standard PO Comments Data of the SetID of the user's agency.
  - **SR 36757** – A request to add Supplier Item ID and Manufacturer Item ID on the *Requisition Print* report, which is included in Release 1.
    - Acceptance Criteria: The Requisition Print report should run successfully. The Req Lines (that have the Manufacturer Item ID and Supplier Item ID data) should be printed in the **Req Line** section of the report.
  - **SR 36449** – A request to correctly identify discrepancies in asset data between CAPPS and the State Property Accounting (SPA) system, which is included in Release 1.
    - Acceptance Criteria: The *SPA Reconciliation* report should run successfully and list the Discrepancies correctly. The new discrepancy (**Cost/Fund**) should list the discrepancies in the Cost of the Asset by Fund. The report should be available from the **CAPPS AM Reports** tile.
  - **SR 35739** – A request to generate a pre-encumbrance report within CAPPS, from the Statewide Purchasing Reports tile. This request is included in Release 2.
    - Acceptance Criteria: Users should be able to run the new *Outstanding Pre-Encumbrances* report with the Remaining Pre-Encumbrance balance reflected correctly in the generated report.
- Submitted four enhancements for a vote to be added to the CAPPS Financials baseline. The SRs, their short descriptions from the ASP tool and the corresponding user stories and proposed are:
  - **SR 36709** – Request dt_timestamp to TX_KK_LIQUID view.
    - *User Story: As a General Ledger user, I would like to add the dt_timestamp column to the TX_KK_LIQUID table view in the CAPPS Financial extract.*
    - Proposed Solution Summary: Modify the TX_KK_LIQUID View table to include the dt_timestamp column.
  - **SR 38065** – Access to T&E tables for agency reporting purpose.
    - *User Story: As a travel coordinator, I should be able to query all expense-related transactions for agency employees. Currently, some of the information is not available for querying purposes in the reporting environment and the corresponding records need to be added to the reporting environment.*
    - Proposed Solution Summary: Add new records to the reporting database so the information is available for travel coordinators to query for their reporting needs.
  - **SR 38815** – Remove access to the delivered reports from CAPPS T&E
    - *User Story: As a (Traveler/ Travel Coordinator) I should be able to run only the CAPPS-developed Travel Authorization and expense reports, other delivered reports are not useful for agencies since all the reports have only minimal information.*
    - Proposed Solution Summary: Remove the access to the links and pages to run the delivered reports.
  - **SR 40349** – GL workcenter filter by Process/ Bud Header St
    - *User Story: As a CAPPS GL/Budget user, adding the Process Status and the Budget Header Status fields to the Budget Journal Exception filter will better assist in monitoring and managing budget journal documents.*
    - Proposed Solution Summary: Modify Application Package PeopleCode to include the new field filters in the logic for the requested Budget Journal Exception filter.
- The HR/Payroll SR Data for January 2024 included:
  - 616 new tickets opened.
  - 608 tickets closed.
  - 715 tickets carried forward from January into February.

- The HR/Payroll releases for January include 28 new requests that include 19 bug fixes, one feature and eight improvements. Highlights of these changes are:
    - A break-fix that prevents employees from taking Annual Leave Taken (**ANLVT**) when it is entered on the last days of the employee's 6-month Continuous Service period, as per the 6-month service date requirement. (**SR 47239**)
    - An enhancement that adds the **Department Name** to the *Employee Leave Balance by Agency* report so TL Superusers can identify the employee's department when reviewing the report results. (**SR 31405**)
    - An improvement that adds controls to ensure that edits to **Agency Level Job Codes** accounts for the job code's effective status at the state level. Updates to **Agency Level Job Codes** now prevent users from creating **Active Job Codes** whenever the **State Level Job Code** is *Inactive*. (**SR 49830**)

- The HR/Payroll Release 1 for March contains 14 requests that include eight bug fixes, five improvements and one new feature. UAT for this release occurs from March 4–8 and Deployment occurs on March 14.

- The HR/Payroll Release 2 for March contains six requests that include four bug fixes and two improvements. UAT for this release occurs March 18–March 22 and Deployment occurs on March 28.

- For the new functionality being implemented in the March releases, three changes are highlighted for agency testing during UAT. The functionality and acceptance criteria:
    - **SR 50917** – A request to send the proper **Veteran Preference** value to the Standardized Payroll/Personnel Reporting System (SPRS) when set on CAPPS, which is included in Release 1.
        - Acceptance Criteria: Employees that are designated as *Veteran-Preference* in SPRS have a value of *V (Vet Preference)* in SPRS, as the military preference indicator.
    - **SR 51196** – A request to prevent a reversal or cancellation document from being created until after the original PAY document has been accepted in USAS, which is included in Release 1.
        - Acceptance Criteria: Agencies should not be able to create a reversal/cancellation (CAN) document if the original (PAY) document is not USAS Accepted and should receive a *Reversal cannot be processed due to Paycheck Status is not USAS Accepted* hard-stop message upon selecting the **ADD** button. Agencies should still be able to create a reversal/cancellation (CAN) document if the original (PAY) document is USAS Accepted.
    - **SR 52262** – A request to display the correct expiring Comp Time balances in the TX_TL_AGY_EXP_COMP_BAL_BY_AGY query, which is included in release 2.
        - Acceptance Criteria: When TL Superusers run the TX_TL_AGY_EXP_COMP_BAL_BY_AGY query and only get the valid expiring Comp time off balances. Now, the query results show the actual expiring **Comp Time Off** balances for all agency employees for the next 90 days in addition to showing **Hours Expiring** and **Remaining Balance** as of the run date.

- Three enhancements are submitted for a vote to be added to the CAPPS HR/Payroll baseline. The SRs and their short descriptions from the ASP tool and the corresponding user stories and proposed solutions:
    - **SR 7833** – Limit Schedule Assignments and Overrides
        - *User Story: As a TL Superuser, I want CAPPS to prevent managers, time administrators, and decentralized superusers from making schedule changes or schedule overrides once payroll has begun processing so that prior month changes can only be entered by TL superusers.*
        - Proposed Solution Summary: Set up configuration for each agency to prevent users (managers, time administrators, or decentralized superusers) from accessing schedule changes and overrides. Each agency will designate which users it wants to limit. Once payroll has begun processing the payroll for the month, CAPPS prevents schedule overrides for all days in the month and does not allow any schedule changes with an effective date starting in that month. Once time has been pulled by payroll for the month, only superusers can make changes to schedules.
    - **SR 31037** – Query to Show Department Details in Tree Manager
        - *User Story: As a core Human Resources (HR) user and CAPPS Recruit user, I want to see the department details in the tree manager, so that I can validate and manage agency department changes effectively.*
        - Proposed Solution Summary: Provide a query that lists the department details in a particular tree, allowing users to validate and manage the department changes effectively. This solution complies with the multi-tenancy requirements so users only see the results for which they are authorized.

- **SR 35957** – Report: Open & Unapproved FMLA Events
  - *User Story: As an FMLA administrator, I want the FMLA Event Status report to include FMLA Entitlement Hours Balance and FMLA Hours Used on the existing Open/Unexpired Events Report and the Closed/Unexpired Events Report and include new report type options for Open/Unapproved Events and Denied Events, so I can efficiently administer and track FMLA requests and usage.*
  - Proposed Solution Summary: Expand the FMLA Event Status Report options to include the following reporting functionality:
    - ◊ Update the existing Open/Unexpired Events Report to include FMLA Hours Balance and FMLA Hours Used columns.
    - ◊ Update the existing Closed/Unexpired Events Report to include FMLA Hours Balance and FMLA Hours Used columns.
    - ◊ Create a new Open/Unapproved Events Report that can be generated in PDF, XLS and HTM formats.
    - ◊ Create a new Denied Events Report that can be generated in PDF, XLS and HTM formats.
    - ◊ Update the existing 5 FMLA Event Status Reports to include XLS format.

IV. On the Horizon

- The *Military Workforce Summary Report* (formerly the *Veterans Workforce Summary Report*) compiles and analyzes information on the hiring and employment of veterans by Texas state agencies and institutions of higher education.
  - Quarterly *Military Workforce Summary Reports* are sent to state agencies and institutions (except public community and junior colleges) via electronic file transfer (EFT).
  - Agencies and institutions should review the prior quarter's *Military Workforce Summary Report* to determine if corrections are necessary. Changes made after the report is generated are reflected in the following quarter's report. Critical dates:
    - **March 15, 2024** — Maintenance and corrections deadline for the fiscal 2024 second-quarter *Military Workforce Summary Reports* (Dec. 1 to Feb. 29).
    - **March 18, 2024** — Copies of the quarterly reports are sent via electronic file transfer (EFT). The online quarterly report acknowledgment form (with required complaint reporting included) is available.
    - **March 24, 2024** — Agencies must submit the online Quarterly Report Acknowledgment form (with required complaint reporting included) to the Comptroller's office by 5 p.m. Central time.
  - See FPP F.038 Military Workforce Summary Reports and Military Complaint Reporting for more information.
- The previously scheduled Q&A session with Employee Retirement System (ERS) has been moved to March 26, after HR/Payroll User Group meeting. This Q&A session focuses on **Group 3 Retirement** employees (employees who became members of ERS Sept. 1, 2013–Aug. 31, 2022). Please submit any questions for the ERS team in the ERS Q&A Participant Questions survey before March 26.
- The Texas Department of information Resources (DIR) is enabling Risk-Based Advanced Authentication on the Texas.gov Digital Identity Solution (TDIS) website, which enhances security for users of applicable agencies. This enhancement enables greater levels of security for users when logging in and accessing their business applications. These necessary safeguards promote the protection of key agency/user data, while decreasing the probability of account compromise.
  - All CAPPS users are encouraged to register additional Multi-Factor Authentication (MFA) methods (*such as Authenticator apps or security keys*) before the go-live date for Production systems, which is expected to be on **March 22**.
  - Upon go-live, the login experience remains largely the same. However, users may occasionally be prompted for an additional MFA method when logging into CAPPS and other systems that use TDIS.

V. Features & User Spotlights

- Work is progressing on the expansion of the `AMOUNT ONLY` field in ePro (if there are any additional questions or concerns, note them on **SR 40266**). Currently, the `AMOUNT ONLY` field will:
  - Display on the ***Special Requests*** page.
  - Display on the ***Checkout*** page.
  - Is still available on the ***ePro Requisition Line Details***.
- The Texas Workforce Commission (TWC) updated the crosswalk of state job codes and recommended O*NET codes to be used for new job requisitions intended for cross-posting to the WorkInTexas website.
  - Each agency needs to review the crosswalk recommendations and update the `STANDARD OCCUPATIONAL CLASSIFICATION CODE` field for its agency job codes (see attachments on **SR 52873**).
  - SRs are open for CAPPS Recruit agencies that have job templates with invalid O*NET codes (*i.e., the job code table needs to be updated*).

VI. Open Forum / Q&A

- Two Financials questions were submitted in the pre-meeting survey form:
  - **Why is Query Manager not available in MNT?**
    Answer: *We do not have a Reporting environment for MNT and security is not configured or developed in the* ***core*** *environment that grants that access — thus, it is not multi-tenant secured for reporting. If your users are testing, we do have the UAT and RPT2 environments that are refreshed regularly from PRD. If your users need to gain access to those environments, let us know through a security ticket.*
  - **How can we fix journal entries from another agency that come to our agency backward?**
    Answer: *We can help with getting those corrected. We ask that you enter a ticket, so we can track the situation and, if there needs to be a code change or update, we can research/reference the ticket.*

VII. Deep Dives

- An integral component of the development and maintenance of CAPPS is the Service Request (SR) ticketing process. A refresher on the process and the agency Level 1 support staff model:
  - Level 1 support staff are:
    - Agency designated.
    - Knowledgeable about the agency's business processes.
    - Possess a general understanding of CAPPS end-to-end processing.
    - Able to provide direct support to agency users and troubleshoot reported issues.
    - The only users authorized to escalate issues and initiate requests via the ASP Solution Center and CAPPS Help Line.
  - Level 1 support staff are expected to:
    - Identify, research and troubleshoot to resolve user issues.
    - Escalate the issues that cannot be resolved by the Level 1 when additional assistance is needed or a system issue is suspected to be the cause.
    - Provide clear and concise documentation of the reported issue or request capturing the business impact the issue is causing to end users.
    - Create ASP requests for enhancement to CAPPS, including the business impact/benefit and steps that users are performing now.
    - Communicate CAPPS information (typically communicated by email to/from capps.cgc.ba@cpa.texas.gov) to agency end-users promptly.
  - Agency Security Coordinators (ASCs) need to submit the appropriate security request tickets for any changes that impact user access to CAPPS or ASP.
  - Level 1 staff names are posted to the CAPPS Contact and Help page on FMX.
  - Email the CAPPS Governance & Communication team at capps.cgc.ba@cpa.texas.gov if the Level 1 contact:
    - Needs to update their contact number or email address.
    - Changed their name.
    - Is no longer going to be a Level 1 contact.
  - ASP Solution Center Request Types opened by agency Level 1 support users include:
    - Configuration – to request standard configuration changes.
    - Information – questions/inquiries regarding general system usability and navigation that do not require system modifications.
    - Agency Guidance/Support — additional research and/or guidance required by the CAPPS support team, which requires meeting(s) with the agency, walkthrough of a process, extensive research, etc.
    - IAM/TDIS-Security — to capture issues or inquiries related to IAM/TDIS.
    - Data Change Request Types:
      - ◊ Data Change – updates to system data.
      - ◊ Data Change-LOA — updates to the system on behalf of an agency that require a Letter of Authorization.
  - ASP Solution Center Request Types opened by the CAPPS support team include:
    - CAPPS Routine Tasks —service requests opened by CAPPS support staff for frequently/routinely required tasks.
    - CAPPS Special Projects —service requests opened by CAPPS support staff for projects.

- When submitting a Service Request, Level 1 users should remember to include the following information to assist the support team in evaluating the request:
  - Steps required to replicate the issue, including navigation.
  - Specific User ID(s) affected by the issue or notation that all users are impacted.
  - Specific document IDs (*i.e., payroll document number*) related to the issue.
  - Frequency of the issue (*i.e., always, frequently, occasionally, seldom, once*).
  - Steps that were already taken to troubleshoot the issue.
  - Screenshots added as attachments to the ticket (if applicable) that display the error or invalid data.
- The CAPPS team seeks Level 1 feedback on some SR types (*i.e., information, Data Change, Data Change-SQL, and Data Change-LOA*). There is a link to a survey within the email notification for SRs that were completed. Please consider participating in this two-minute survey.

- When an agency employs a non-resident alien, a specific setup on the employee's CAPPS HR/Payroll record is necessary.
  - A non-resident alien is an individual who is not a U.S. citizen or a resident alien.
  - For purposes of tax withholding, a non-resident alien is a resident of a foreign country under the residence article of an income tax treaty.
  - Make HR updates to maintain an individual's visa (***navigation:*** *the Workforce Administration dashboard > Personal Data Tile > Identification Data*):
    - The **Citizenship/Passport** tab is not required to be completed if you are only tracking the Visa/Permit.
    - The **Visa/Permit Data** tab on the Identification Data page is not dependent on completing the **Citizenship/Passport** tab.
  - Make HR updates to maintain FICA exempt status (***navigation***: *Manage Job > Payroll*):
    - Select the appropriate FICA Status for the employee.
    - If the transaction is not a hire, use DTA/038 to update the FICA Status for an employee.
    - Updating the FICA Status is not dependent on maintaining the VISA/Permit Status.
  - Reports are available in CAPPS for obtaining the information to be used for tracking and retrieving visa data and expiring forms:
    - Query: TX_HR_AGY_ACTV_EMPL
    - Report: Active Employee Listing
  - Payroll updates to **Federal Tax Data** page:
    - Set the `SPECIAL WITHHOLDING TAX STATUS` to ***Nonresident alien*** and the `TAX STATUS` to ***Single***.
    - Married Non-Resident Alien (NRA) must be taxed at the single rate.
    - Do not select the `MULTIPLE JOBS OR SPOUSE WORKS` check box, which is not applicable for an NRA Employee.
    - Complete the **Tax Treaty/ Non-Resident Data** section.
    - Select the `COUNTRY`.
    - Select the `TREATY ID` available from the prompt.
    - If Form W-9 Received, select **Yes** and enter the date.
    - Select the applicable columns and leave the remaining columns as the default values, if you do not have them.
  - Payroll updates to **State Tax Data** tab:
    - Uncheck the `RESIDENT` check box, since the employee is not a state resident.
    - In the `SPECIAL WITHHOLDING TAX STATUS` field, select **Nonresident Alien** (Fed Rules).
    - Set the `TAX STATUS` to **N**.

VIII. Wrap-up/Close Meeting

- In March, individual CAPPS User Group meetings will be held for each tower:
  - HR/Payroll User Group — **March 26** (followed with the ERS Q&A regarding Group 3 Retirement)
  - Financials User Group — **March 28**
- 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