CAPPS HR/Payroll User Group Meeting

Thursday, Aug. 22, 2024
9–11 a.m.
(Webinar Only)

I. Welcome

II. Announcements and Reminders

- The Fourth-Quarter Military Workforce Summary Reports are due:
  - **Sept. 13, 2024** — Maintenance/Correction deadline
  - **Sept. 17, 2024** — Acknowledgment and Reporting Forms are available
  - **Sept. 24, 2024** — Acknowledgment and Reporting Forms submission deadline
- The Fiscal Year-End System Availability timeline:
  - **Aug. 30, 2024** — Normal processing until 5 p.m.

    Note: Transactions processed on Aug. 30 are sent to SPRS before the CAPPS team begins the fiscal year-end process.
  - **Aug. 30, 2024** at **5 p.m.** — **Sept. 3, 2024** at **8 a.m.** — CAPPS will be unavailable for fiscal year-end rollover.
  - **Sept. 3, 2024** at **8 a.m.** — Processing resumes for fiscal 2025.
- Effective **Sept. 1, 2024**, the capitalization threshold increases for class codes associated with *Annual Financial Report* (AFR) categories 4 and 5 and controlled assets. The threshold is changing from the range of $500–$4,999 to the range of $500–$9,999. There are no new controlled assets associated with this change. The CAPPS Support team will update CAPPS — no action is required from agencies. **(#SR-60272/ASP 44136).**
- Beginning in September, the new CAPPS logos will appear on CAPPS web pages and newly published documents. The rollout occurs incrementally — expect to see either logo during the transition. Agencies submitting tickets requesting the new logos will receive the files after the fiscal year-end rollover.
- **Announcement:** Derek Brown is the new product lead for HR/Payroll.
- CAPPS teams:
  - CAPPS Product team:
    - **Chelsa Vanklarek**, CAPPS product manager
    - Aaron Dvorak, Financials product lead
    - Derek Brown, HR/Payroll product lead
  - CAPPS Financials Operations team:
    - **Rusty Charlton**, area manager
    - Tony Martin, agency services supervisor
    - Adrian Respress, agency services team lead
    - The supervisor and team lead for System Support are currently vacant
  - CAPPS HR/Payroll Operations team:
    - **Andrea Smith**, area manager
    - Erika Condado-Alvarado, agency services supervisor
    - Stephanie Aviles, agency services team lead
    - Saundra Farley, system support supervisor
    - Mildred Brown, system support team lead

III. Production Updates

- The Financials SR data for July 2024 included 770 new tickets opened and 775 tickets closed. There were 395 tickets carried forward from July into August.
- The Financials release for August contains 12 requests consisting of three bug fixes, five improvements and four new features. Highlights include:
  - **#SR-60176/ASP 42629** — a fix to correct the workflow within *Travel and Expense*.
  - **#SR-60024/ASP 31969** — an improvement to enforce consistent T-codes within *Cash Receipts*.
  - **#SR-60019/ASP 30515** — a new feature to provide T-code mapping for other account types within the *Asset Management* module.

- The Financials release one for September contains seven requests consisting of one bug fix, five improvements and one new feature. User acceptance testing (UAT) for this release is Sept. 2–6, with deployment on Sept. 12.
- The Financials release two for September contains three requests consisting of two improvements and one new feature. UAT for this release is Sept. 16–20, with deployment on Sept. 26.
- For the new functionality being implemented in the September release, one change is highlighted for agency testing during UAT. Functionality and acceptance criteria:
    - **#SR-60137/ASP 41688** – A request to include 1099 override codes in the Electronic Data Interchange (EDI) Interface files sent to USAS. This work unit is scheduled for release one.
        - **Acceptance Criteria:** Create an EDI voucher and assign an account that has a 1099 attribute set. Confirm that the vendor has the OVERRIDE USAS 1099 WITHHOLDING INDICATOR checkbox selected. Ensure the REQUESTED PAYMENT DATE is entered with the current date so the voucher will process and pay immediately in USAS. Load the EDI voucher and the voucher build assigns the 1099 override code. Note that the 1099 override code is not visible on the voucher. Once the voucher is budget-checked, posted, and journal-generated, it is interfaced to USAS. Pre-release the batch. After the voucher is fully processed and has a USAS PROCESS STATUS of **P**, log into USAS and navigate to the *Document Transaction Inquiry* screen (86 screen). Inquire on the voucher, select the line and press **F9** to navigate to the *Accounting Event Record Inquiry* screen (84 screen). Verify that the 1099 override code assigned from the CAPPS account is present.
- Two enhancements are submitted for a vote to be added to the CAPPS Financials baseline. The SRs and their title from the CAPPS service desk, along with the user story and proposed solution are:
    - **#SR-60689** – Default Business Unit on CAPPS pages. (suggested via **#SR-60721/ASP 44134**)
        - **User Story:** *As a CAPPS user, having the SetID value default onto the Tree Manager and the GL Unit and PC Business Unit values defaulted in on the Speed Charts would cut down time on data entry.*
        - **Proposed Solution Summary**: A defaulting mechanism can be coded in for these fields (SETID for PSTREEDEFVW search record, BUSINESS_UNIT_GL, and BUSINESS_UNIT_PC) based on the values configured in the *Define User Preferences*.
    - **#SR-60690** – Show PO adj updated by & date/time PO inquiry bal. (suggested via **#SR-60101/ASP 40504**)
        - **User Story:** *As a Buyer or AP Accountant, I want to know when (who or the process and date) Purchase Order adjustments have been processed so that I can make decisions on how to process pending Voucher payments associated with the Purchase Order.*
        - **Proposed Solution Summary:** Users should be able to view who made updates to purchase orders (Pos) for the UPDATED BY and DATE TIME fields that are accessed through the *PO Inquiry Balance* page. Currently, no information is displayed in these fields. The proposed resolution is to update the current SQL view to the appropriate SQL view that allows those fields to display the data.
- The HR/Payroll SR data for July 2024 included 641 new tickets opened and 702 tickets closed. There were 566 tickets carried forward from July into August.
- The HR/Payroll release for August contains 22 requests consisting of 11 bug fixes and 11 improvements. Highlights include:
    - **#SR-60340/ASP 55343** — The Agency Active Position TX_HR_AGY_ACTVPOS_WEE_INFO query has been modified to correctly report the DATE POSITION LAST OCCUPIED in cases where the last employee who occupied the position vacated for a reason other than a termination. In addition, the query will correctly report the DATE POSITION LAST OCCUPIED for positions that were created and have never been filled as of the effective date of the position creation.
    - **#SR-60145/ASP 44896** — The *TX Staffing* report now produces accurate fiscal year data so HR users can use this report for staffing and budgeting needs.
- The HR/Payroll release one for September contains 12 requests consisting of six bug fixes, four improvements and two new features. UAT for this release is Sept. 2–6, with deployment on Sept. 12.
- The HR/Payroll release two for September contains eight requests consisting of four bug fixes, two improvements and two new features. UAT for this release is Sept. 16–20, with deployment on Sept. 26.
- For the new functionality being implemented in the September releases, three changes are highlighted for agency testing during UAT. Functionality and acceptance criteria:
    - **#SR-60045 / ASP 31037** – A request to create a query to show department details in tree manager. This work unit is scheduled for release one.
        - **Acceptance Criteria:** When a user has department changes, run the query in Excel before submitting a ticket to CAPPS, so you will have the list of the existing departments and their hierarchy from the tree manager. Run the query (after they are added by the CAPPS team) in order to confirm that all the new departments exist on the tree and validate the department tree hierarchy. Add a position in the new department, return to the search page and ensure you can pull the position that you just created.

- **#SR-60300 / ASP 54625** – A request to ensure that the correct ERSFEE or LECFEE is deducted from an employee's paycheck. This work unit is scheduled for release one.
  - **Acceptance Criteria:** Validate an employee promoted from the Employee Retirement System (ERS) to LECOS eligible job code (that previously had an ERSFEE deducted in the current fiscal year) does not have ERSFEE or LECFEE deducted on the paycheck after the promotion, as well as any future paychecks in the current fiscal year. Validate an employee demoted from LECOS to ERS eligible job code (that previously had a LECFEE deducted in the current fiscal year) does not have ERSFEE or LECFEE deducted on paycheck after the demotion, as well as any future paychecks in the current fiscal year. Validate that a newly hired employee in a LECOS-eligible job code has a $3 LECFEE deduction or an newly hired employee in ERS-eligible job code has a $3 ERSFEE deduction on their first paycheck after hire — and neither have a (LECFEE or ERSFEE) deduction occurring on future paychecks in the current fiscal year.
- **#SR-60328/ASP 55079** – A request to correct the tab titles on the *Leave Liability by Fund* Excel extract.
  - **Acceptance Criteria:** Validate that the *Leave Liability by Fund Report* (TXETL00022) XLS file tab named ***Dept Fund*** has correct `FUND` information based on the funding sources. The tab previously labeled as *0001 00011* should now reflect the correct label of *0001 0896*.

- Three enhancements were submitted for a vote to be added to the CAPPS HR/Payroll baseline. The SRs and their title from the CAPPS service desk, along with the user story and proposed solution:
  - **#SR-60727** – Total Compensation Report. (suggested via **#SR-60233/ASP 52506**)
    - **User Story:** *As a Core Human Resources (HR) user, I would like to have a report or statement that can be sent to all employees in my agency containing all employer-paid benefits so that employees may see what their total compensation at the agency is when you include the benefits other than salary.*
    - **Proposed Solution Summary**: Create a new report that will generate an extract (Excel) that contains all Employee (EE) and Employer (ER) contributions, so agencies may create their own report (PDF) that displays the employee's base compensation and includes all employer-paid contributions that are added to the total compensation package for that employee. Run by agency, business unit, department or employee.
  - **#SR-60741** – Modify search criteria across ePM queries. (suggested via **#SR-60203/ASP 51058**)
    - **User Story:** *As an agency administrator, I want to view the document's status and be able to reconcile the historical transactions across various queries, so I can more efficiently manage the document status.*
    - **Proposed Solution Summary**: Update the criteria for the *Performance Management* query, TX_EP_AGY_EVAL_DOC_AUDIT_TRAIL, to include the system-generated transfer transactions to the audit history field `TRANSFERRED BY` and include the *system* name to the criteria.
  - **#SR-61034** – Time Reporting Code (TRC) Description Changes – Time and Labor. (suggested via **#SR-60182/ASP 48838**)
    - **User Story:** *As a user, I want to modify the description of the existing EMGDT time reporting code so they are more relevant to the leave category.*
    - **Proposed Solution Summary**: Update the EMGDT TRC description from ***Emergency Death Leave*** to ***Emergency Bereavement Leave***.

IV. CAPPS Project Updates

The Financials deployment for ERS and Texas Department of Criminal Justice (TDCJ) is currently at 27 percent complete, with all metrics on track for implementation on Sept. 1, 2025. Key activities include:

- Configuration and prototyping is ongoing
- Continue batch schedule design
- Plan system test

V. On The Horizon

Several initiatives on the *CAPPS Roadmap* have been completed and replaced by new items.

- Completed initiatives include:
  - Prior state service – phase one was implemented on May 23, 2024.
  - Data masking – phase one is complete and phase two is on the revised *CAPPS Roadmap*.
  - Image upgrade – the image upgrade was implemented on June 24, 2024, with support wrapping up.
  - CAPPS service desk – replaced the ASP ticketing system on August 12, 2024.
  - BOBJ upgrade = implemented on June 24, 2024, with support wrapping up.

- New initiatives added:
  - Governance and CACE updates –underway to the governing documents for CAPPS.
  - CAPPS logo updates –new logo/branding is being implemented.

- Initiatives carried forward:
  - Reporting strategy – steps to provide agencies with right-timed data available for in-house reporting.
  - Financials deployment – TDCJ and ERS will deploy with a fiscal 2026 go-live.
  - Legacy fiscal modernization – USAS and TINS replacement and SPRS/HRIS/USPS decommission.

VI. Features and Spotlights

- The new CAPPS service desk deployed on Aug. 12, 2024. There are some differences in functionality between the decommissioned ASP system and the new CAPPS service desk:
    - The service catalog is comprised of several request types:
        - **Password Assistance** —(for DAs) covers escalations for password assistance and any other IAM/TDIS-related issues that need escalation to the CAPPS service desk for additional support. Examples include:
            - ◊ User did not receive a one-time passcode (OTP) or is locked out of TDIS due to OTP codes.
            - ◊ Email enrollment issues.
            - ◊ New hire not showing up in TDIS.
        - **Report an Incident** — used to report an unplanned interruption or something is not working right (such as CAPPS is down, IAM/TDIS is down or a Query is inaccessible).
        - **Request for Information, Service or Training** —used to request additional support. Categories:
            - ◊ ***Information***: how-to processes, policy questions, answers on features, assistance with records and general system usability.
            - ◊ ***Service***: assistance with configuration changes, user preferences, workflows, data, batch processes and Letter of Authorization (LOA) requests.
            - ◊ ***Training***: request training sessions or desk aids.
    - Several *E. Status* designations require the agency to take action:
        - **Complete – Pending Agency Confirmation**
          Agency action: CAPPS service desk support has completed work for the ticket. It is now ready for the agency to verify and provide an *issue resolved* response or provide additional information to continue working on the ticket. If work continues, the ticket is updated to *Work in Process* status.
        - **Hold – Pending Agency Information**
          Agency action: CAPPS service desk support cannot continue with work efforts until necessary information from the agency is confirmed.
        - **Work in Progress – Acceptance Testing**
          Agency action: CAPPS service desk support has completed work for the ticket and agency testing is required to validate. The agency needs to provide a response when testing is complete or provide details for any questions/issues encountered.
    - If an *enhancement suggestion* becomes an **enhancement**, it requires CAPPS Governance approval and is submitted through the following approval process before work on the change can begin:
        - CAPPS service desk support evaluates the request and develops a proposed solution to configure the system change (new functionality, new page or report/query).
        - The enhancement with its proposed solution is presented to the CAPPS user group for the impacted tower (HR/Payroll or Financials) and after the meeting, the CAPPS Governance & Communications team sends out a voting survey.
        - User Group Committee members review the SRs and gather feedback from the agencies they represent before casting their vote to approve or deny the proposed enhancement.
        - The vote is closed (generally 7-10 days after the meeting) and the results are calculated.
        - Approved SRs are presented at the next scheduled Steering Committee meeting and follows the same process for review and voting.
        - All level 1 support staff are automatically added as *Watchers to Enhancement* service request (SR) tickets.
    - The CAPPS Service Desk provides the level 1 requester with email notification on the SR ticket lifecycle for updates for when:
        - An SR ticket is initially submitted
        - Staff is added or removed as a *Watcher*
        - A comment is added to the SR ticket
    - Users may reply by email to update the ticket comments — **do not change/modify** the subject line, which would create a new ticket.
- We continue to add edits to keep job codes in sync with configuration at the state level.
    - A recent work unit (**ASP 7869**, May 2024) alerts agencies to job codes that are inactive at the state level.
        - When agency-level job codes are managed and a future-dated row exists (indicating that the job code will become inactive at the state level [future-dated]), a corresponding future-dated row is written to the agency-level job code.
        - Job codes that are inactive at the state level **must remain inactive** (read only) at the agency level.
    - Implementation of ASP SR 53903 was intended to provide additional edits; however, it has been rolled back and will be reevaluated after fiscal year-end.
        - Changes at the state level are automatically propagated to the agency level (*active* or *inactive*).
        - We will not *re-activate* job codes that agencies have inactivated.

VII. Open Forum

Three questions submitted through the input gorm were highlighted:

- *Would it be possible to receive the PowerPoint presentation before a monthly meeting to review it? This would allow more time to review the PPT before the presentation/meeting and to have productive questions ready.*
  - **Answer:** The user group meeting presentation gets sent out following the user group meeting rather than before the meeting. CAPPS is a dynamic system — sometimes, the SR information and other topics that we review during the user group meeting are still being updated or revised before the meeting. Items, such as which release an SR gets assigned for migration or a new feature that might or might not be ready for presentation can sometimes change at the last minute. Because of this, we don't send the presentation out until after the meeting, so attendees have a reference for the information that is as accurate as possible.
- *Why aren't the completed Desk Aids displayed yet for the public?*
  - **Answer:** The new Desk Aid library on the CAPPS Training website was introduced a few months ago and a handful of key desk aids were ready to be posted at that time. Since then, the CAPPS teams have been working on updating and getting more desk aids ready for posting — but this process is time-consuming. Before being posted, all desk aids go through a review/edit revision to ensure the information is accurate and up-to-date with the latest system changes. Then the documents are reviewed/updated to ensure that they are ADA Section 508-compliant. This can take several weeks from starting the review to the final posting online. In the interim, if you need a specific desk aid or have a question regarding a particular process, please have your level 1 support staff enter a ticket in the service desk system and the CAPPS team provide you the information that you need.
- *I feel like there is not sufficient training for CAPPS, as well as the other CAPPS-related systems. Some hands-on or guided training would be beneficial, as well as online training. In-person training would allow users to ask questions and get feedback on how we process CAPPS-related items in our own agency situation.*
  - **Answer:** In addition to the Desk Aid library, the CAPPS Training website houses self-paced training for nearly every CAPPS module. These modules are all built for CAPPS Central/Core system functionality and won't include agency-specific customizations. Many of those courses are being updated and revised following the Image/Tools upgrade and other recent system changes. The training team is also working on developing new instructor-led training for certain modules, so watch for an announcement about that later in the fall. If there is a particular module or process that you need more information about or an agency-specific process issue, please have your level 1 staff submit a request ticket.

VIII. Deep Dives

Time and Labor tasks for fiscal year-end processing:

- The annual-to-sick leave fiscal year conversion process may be run on a date determined by the agency. We recommend to complete all August activities before running the process. The sooner the process is run, the less manual evaluation and entry is needed. Reminders:
  - Agencies should run the annual-to-sick leave fiscal year conversion process before running the Leave Liability report in CAPPS to ensure that the data reported reflects the most accurate liability.
  - Notify your employees of the deadline by which they must enter all annual leave entries with dates before Sept. 1, 2024.
- Starting in 2024, all agencies can run the *Leave Liability* report in CAPPS.
- Ensure all sick/family leave pool activity is up-to-date. Then run the sick leave pool and family leave pool fiscal year process to update balances for the fiscal year (the sick leave pool and family leave pool processes are run separately). Agencies still need to run the report, even if there are no balances, in case new balances were added. The process **must be rerun** if retroactive prior fiscal year sick leave pool or family leave pool actions are entered in Time and Labor.
- Employees who do not use all available military leave in a federal fiscal year (October – September) can carryover unused military leave to the next federal fiscal year (up to a maximum of 45 days [360 hours]). This process removes any hours over 360, as of **Sept. 30,** using time reporting code **MLTYX**. Complete the military rollover process after the federal fiscal year ends on **Sept. 30**. Ensure all military leave was entered before running the rollover process in October or November. To review the conversion results, run the ***Military Leave FFYE*** report.
- Agencies and institutions of higher education are required to report emergency leave to the Comptroller's office annually for each employee granted more than 32 hours in the previous fiscal year.
  - Emergency leave is any leave taken by or granted to an employee under the authority found in Texas Government Code, Section 661.902. For more information, see *Emergency Leave Reporting* (FPP F.040).

- Emergency leave includes Emergency Death (**EMGDT**), Emergency Facility Closure (**EMGFT**), Emergency Weather Closure (**EMGWT**), Agency Holidays (**AGYHY**), Emergency Fitness (**FTNST**), Emergency COVID-19 (**EMGCV**), Emergency Other (**EMGNY**) and Special Leave (**SPECT**).

  Note: An explanation must be included in the comments field of the employee's timesheet when using Emergency Other (**EMGNY**) hours.

- Ensure the appropriate users have access to the Emergency Leave Reporting web application.
- Users who were granted access to the Emergency Leave Reporting web application in the past should confirm that their access is current and active. Access could have been revoked due to lack of use.

  Note: If a mainframe password reset is needed, call the CPA Help Desk at 512-463-4357.

- For new users, access must be requested by the agency's security coordinator. It may take 2-3 days to process access requests.
- On **Sept. 21**, CAPPS production support staff loads each agency's emergency leave information into the Emergency Leave Reporting web application. The data uploaded to the Emergency Leave Reporting web application is the same as the TX_TL_SB73_EMERGENCY_LEAVE_RPT query.

  Note: Each agency should validate its emergency leave data before the upload on **Sept. 21**.

- Run the TX_TL_SB73_EMERGENCY_LEAVE_RPT query to Excel **before Sept. 21** to easily sort and filter data. In the query prompts, enter your three-digit `COMPANY` (agency) `NUMBER`, the four-digit `FISCAL YEAR`, and the `EMPLOYEE ID` (optional, but must be entered if searching for a specific employee). Leave the `EMPLOYEE ID` field blank to pull all emergency leave data for the entire agency. If no employees were granted emergency leave exceeding 32 hours, the results on the Excel download is blank.
  - Audit the results of the query for accuracy.
  - Ensure proper documentation is on file for each emergency leave entry indicated on the report.
  - Make appropriate timesheet corrections and updates, as necessary.
  - Note any inconsistencies or errors on the report that require an SR to be corrected by CAPPS production support staff.
  - Employees who do not have more than 32 hours of emergency leave do not display on this report.
- Agencies must certify all emergency leave in the Emergency Leave Reporting web application by **Oct. 1**.
- If timesheet corrections are made after the report is uploaded to the web application, open an SR ticket to request the data to be reloaded to the web app.
- If timesheet corrections are needed after the data was certified (prior to the **Oct. 1** deadline):
  - Open an SR to backtrack the certification and reload emergency leave data into the Emergency Leave Reporting web application.
  - CAPPS production support will reload the data to be recertified.

  Note: Timesheet corrections made **before** data is uploaded to the Emergency Leave Reporting web application do not require an SR ticket. The data uploaded on Sept. 21 includes all timesheet corrections that were completed before the upload.

- Certification in the Emergency Leave Reporting web application is **required**, even if the agency has zero employees that were granted more than 32 hours of emergency leave during the fiscal year. After selecting **Certify**, a message displays on the *Certifier's Contact Information* screen that confirms no employees were granted more than 32 hours of emergency leave during the fiscal year.

- In CAPPS, the Annual Base Benefit Rate (ABBR), otherwise known as the employee's insurance salary, is populated on the hire/rehire row and is based on information received on the daily ERS interface. This interface runs each Tuesday–Saturday at 7 a.m. and contains information resulting from transactions keyed into ERS by 5 p.m. on each previous day.
- To ensure an employee's ABBR information in CAPPS is populated/updated correctly on the hire/rehire, users should first hire the employee in CAPPS, then complete processing in ERS.
- Common errors that cause the employee's ABBR to not populate/update in CAPPS, the:
  - Employee hire date in CAPPS is less than the employee's hire date in ERS.
  - Social Security number entered in CAPPS does not match the information entered in ERS.
  - Employee was never activated in ERS.
  - Employee information was entered in ERS first and the hire was not completed in CAPPS before the next 7 a.m. ERS interface.
  - Administrative Exception Request was submitted.
- As part of the fiscal year-end processing, CAPPS sends an interface file to ERS containing the new ABBR calculation for all eligible employees based on the employee's salary as of **9/1/2024**. Then nightly, for the remainder of September, employee ABBR rates are evaluated and interfaced to ERS if additional changes to the employee's ABBR are required due to changes in the employee's salary in CAPPS as of **9/1/2024**.

- Employees eligible for ABBR updates include all active employees as of **9/1/2024** except for:
  - Employees in job codes BD25, CP25, SAD1, HOUR, 7109 or S010.
  - Employment records where the `JOB INDICATOR` is set to **Secondary**.
  - Return-to-work retirees who have **not** elected active employee benefits.
  - Employees in job codes CC23, F023 and JD25 who do not have active employee benefits
- ERS processes received files daily and provide a report that contains any errors the agency should review and resolve, if necessary. These error reports are in comma-separated value (.csv) format and are uploaded to the agency's fiscal year-end ticket. Prompt review and manual changes in ERS for those errors are **required**.
- Reconcile the agency's CAPPS to ERS by running the monthly ***ERS/CAPPS Recon*** report. This report compares the ERS 100% file against CAPPS enrollment and payroll data and displays discrepancies that the agency must reconcile.

IX. Wrap-up/Close Meeting

- In September, individual CAPPS User Group meetings will be held for each tower:
  - HR/Payroll User Group — Tuesday, Sept. 24
  - Financials User Group — Thursday, Sept. 26
- 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