CAPPS Combined Financials and HR/Payroll User Group Meeting Minutes

Thursday, Oct. 24, 2024
9–11 a.m.
(Webinar Only)

I. Welcome

II. Announcements and Reminders

- All Time & Labor (T&L) Fiscal Year-End (FYE) activities should be completed. The closeout of the federal Budget Load Spreadsheet (BLS) will occur in October.
- The Equal Employment Opportunity (EEO) Report due dates:
  - **Oct. 17, 2024** — The preliminary EEO Report was made available.
  - **Oct. 24, 2024** — The acknowledgment form is due.
  - **Oct. 29, 2024** — Deadline for submitting corrections.
  - **Oct. 31, 2024** — The final EEO Report will be available.
- Employee enrollment in the Statewide Employee Charitable Campaign (SECC) is ongoing through **Oct. 31, 2024**.
- The 2024 Fiscal Management Customer Service Survey closed on **Oct. 4, 2024**. The number of surveys submitted showed a measurable increase compared to 2023. Additional information will be provided once the CAPPS team completes reviewing and evaluating the responses.
- A new CAPPS non-production training environment is now available for agencies' use:
  - The Training Sandbox environment is refreshed from production on the last weekend of every month (making it an exact copy of production data as of each refresh date) in both the HR/Payroll and Financials modules.
    - Using this sandbox for conducting training allows agency trainers to utilize their agency's unique processes, with REAL data and not risk production data.
    - The training sandbox is set up similarly to the user acceptance testing (UAT) environment but it includes only production configuration.
    - Currently, the sandbox environment does not interface with other systems, including query manager or any mainframe systems (USAS, etc.).
  - User access is requested by agency security coordinators (ASCs) through the security request form.
    - User logins are managed through TDIS like other CAPPS environments.
    - User access in the sandbox is identical to their CAPPS production access. Currently, there is no process in place to provide alternate levels of access for training staff — this option is under consideration and any updates will be communicated if they become available.
  - CAPPS Training website will include desk aids with details and instructions to ASCs and Level 1 support staff.

III. Production Updates

- The Financials Service Request (SR) data for September 2024 included:
  - 754 new tickets opened
  - 809 tickets closed.
  - 348 tickets carried forward from September into October
- The Financials release for October contains four requests consisting of two break-fixes and two improvements. Highlights include:
  - **SR-60057 / ASP 38050** — a break-fix to the *Delivery Receiving* report to display the comments correctly when the comment is active and the ***Show At Receipt*** checkbox is selected.
  - **SR-60136 / ASP 41673** — an improvement to add an error message if a universal field is not configured but is entered into a Requisition, Contract, PO, Receipt or Voucher.
- The Financials release one for November contains four requests consisting of one break-fix, two improvements, and one new feature. UAT for this release is Oct. 28–Nov. 1 with migration planned for Nov. 7. Highlights include:
  - **SR-60120 / ASP 41187** — An improvement to adjustment vouchers and the universal field.
  - **SR-60040 / ASP 35739** — A new feature that creates the *Outstanding Pre-encumbrance* report in CAPPS.
- There is no Financials release two for November.

- The HR/Payroll SR Data for September 2024 included:
  - 930 new tickets opened
  - 908 tickets closed
  - 773 tickets carried forward from September into October.
- Overall there was a three percent decrease in tickets opened compared to July. 71 percent of tickets opened in September were closed in September. The majority of carryforward tickets were Information tickets, including a large number of FYE tickets, which closed earlier in October.
- The HR/Payroll release for October contains 12 requests consisting of six break-fixes, five improvements and one new feature. Highlights include:
  - **SR-60394 / ASP 55905** — Core Human Resources users should be able to delete a T38 row from Manage Job for an employee currently on a temp assignment.
  - **SR-60441 / ASP 56187** — EE/ER Tax difference amounts will be displayed correctly in the TX EE/ER Tax Difference Report under the correct column headers.
  - **SR-60013 / ASP 16670** — Benefits Coordinators should be able to view the ERS/CAPPS Reconciliation report in 3 different formats (PDF, HTM, XLS) instead of just PDF so that the Excel format can be shared among other benefit coordinators in the agency.
- The HR/Payroll release one for November contains 12 requests consisting of seven break-fixes, two improvements and three new features. UAT for this release is Oct. 28–Nov. 1 with migration planned for Nov. 7.
- The HR/Payroll release two for November contains five requests consisting of zero break-fixes, four improvements and one new feature. UAT for this release is Nov. 11–15 with migration planned for Nov. 21.
- Highlights from the November releases include:
  - **SR-60040 / ASP 54802** — Core HR users can successfully process candidates who currently exist in CAPPS and where updates are being made to their data at the time of hire. This eliminates the workaround requiring the candidate to be hired using the **Custom Hire** page and manually flagging the candidate as *Hired* in **Recruit Hire**.
  - **SR-60253 / ASP 53519** — an enhancement to prevent Employee Self Service (ESS) users from accidentally inactivating their direct deposit when updating or viewing their information. The system asks the user to confirm the action before saving the information.
- For the new functionality being implemented in the November releases, three changes are highlighted for agency testing during UAT. The functionality and acceptance criteria are:
  - **SR-60159 / ASP 46611** – A request to allow T&L superusers query access to agency-specific default setup data via query manager. This work unit is scheduled for release two.
    - **Acceptance Criteria:** Login as an agency superuser and validate the T&L setup tables that are available to use in query manager (such as workgroup setup, schedules, etc.). Validate that the data displayed is based on the row-level security of the user who is logged in.
  - **SR-60253 / ASP 53519** – A request to prevent ESS users from accidentally inactivating their direct deposit when updating or viewing their information. This work unit is scheduled for Release 1.
    - **Acceptance Criteria:** Validate that when an employee uses ESS to add new direct deposit instructions, the new banking/account information defaults to *active* status and the direct deposit flag is set to *nonexempt*. Validate that active direct deposit information is not inadvertently updated to *exempt* in cases when no changes were made to the existing information on file. Validate the additional message displays at the time of saving to ensure the employee is aware of the changes made before the save occurs.
  - **SR-60984 / ASP 55354** – A request to create a query to identify employees without an Annual Base Benefit Rate (ABBR) populated on their **Manage Job** row. This work unit is scheduled for release one.
    - **Acceptance Criteria:** Validate that the *Company* prompt only displays agencies that you have access to see. Validate that the displayed results include only employees with an *Annual Base Benefit Rate* of zero, based on the maximum effective date row that is less than the requested pay end date entered. Verify information is not displayed for employees who meet the following conditions:
      - ◊ Job codes of BD25, CP25, HOUR, S010, SAD1 or EXCS
      - ◊ Emplid/Emp Rcds for secondary job positions
      - ◊ Inactive employees who will not receive pay for the pay end date requested.

- Three enhancements are submitted for a vote to be added to the CAPPS HR/Payroll baseline. The SR and its short description from the ASP tool, along with the user story and proposed solution are:
  - **SR-62801** — Do Not Display *Denied* or *Unapproved* Family Medical Leave Act (FMLA) on the FMLA Leave Inquiry and add FMLA *Leave Return Date*. (Suggested via **ENH-61354**)
    - **User Story:** *As an FMLA administrator, I want the FMLA Leave Return Date to be added and denied or open FMLA leave requests to be excluded from the FMLA Leave Inquiry component so only approved FMLA leave requests display and the FMLA Leave Return Date information is readily available.*
    - **Proposed Solution Summary**: Modify the search record used on the **FMLA Leave Inquiry** component so only *approved FMLA Leave Requests* are displayed. In addition, modify the grid to include the **FMLA Leave Return Date** for each *FMLA Leave Request* being displayed. Position the **FMLA Leave Return Date** on the grid between the ***FMLA Begin Date*** and ***FMLA Expiration*** date.
  - **SR-62816** — New Warning Message for FMLA Event. (Suggested via **ENH-61351**)
    - **User Story:** *As an FMLA administrator, I want a warning message to display when approving an FMLA leave request that has not met FMLA eligibility according to CAPPS system calculations, so that I have an opportunity to further research before final approval.*
    - **Proposed Solution Summary**: Add code to the save logic of the *FMLA Leave Administer* component whereupon approving an *FMLA Leave Event*, the system validates whether the event met FMLA eligibility based on the FMLA eligibility flag. If the FMLA event do not meet the CAPPS system calculated FMLA eligibility, the following message displays, allowing the user to cancel the approval before the information is saved to the database: *The system calculated FMLA Leave Eligibility for this FMLA Leave Request has not been met. Eligibility calculations can be found on the CAPPS Eligibility page in the Eligibility Determination section. Click **Yes** to override the CAPPS system calculated eligibility and approve this request or **No** to return to the previous page.*
  - **SR-63089** — ePM – Disable More Actions **Reorder Items** Option in Document Sections. (Suggested via **SR-60339 / ASP 55261**)
    - **User Story:** *As an ePM agency administrator, I want to hide the More Actions **Reorder Items** option, so that ePM queries will display section content items in a specific column order, i.e. Competency section.*
    - **Proposed Solution Summary**: While we await a permanent fix from Oracle, we propose adding an effective dated row on the **Fluid Popup Menu Setup** configuration page and removing the **Reorder Items** option for managers. When Oracle provides a fix for hiding the **Reorder Items** option, we will delete the effective dated row and disable the **Reorder Items** option.

IV. CAPPS Project Updates

- The Financials deployment for Employee Retirement System of Texas and Texas Department of Criminal Justice is currently at 43 percent complete, with all metrics on track for implementation on Sept. 1, 2025. Key activities include:
  - Design, Configuration, and Prototyping Sessions are complete.
  - Continue System Test.
  - Started Conference Room Pilots phase.

V. On The Horizon

- Next month, the CAPPS product leads, Aaron Dvorak (Financials) and Derek Brown (HR/Payroll) will be presenting a deep dive on the *Enhancement Ticket* process. This deep dive will explore the:
  - Requirements for an Enhancement Ticket.
  - Estimated timeline for a ticket from inception to implementation.
  - Parties involved in bringing your suggestion to production.
  - Steps taken to turn your suggestion into production code.

VI. Features and Spotlights

- Electronic consent of year-end **W-2** and **1095-C** forms enables employees to receive these documents faster than waiting for them to be printed and mailed.
  - As we are a few months away from CYE, we want to encourage agencies to promote the electronic consent (eConsent) options for all their year-end forms.
  - We will send out a toolkit to be shared with employees that includes:
    - Electronic Consent Desk Aid
    - eConsent Campaign Flyer
    - Template/Sample Campaign Email
  - To verify the consent status of employees at your agency, run the query **TX_YEAR_END_CONSENT_REPORT**.
  - In September 2024, we reported that:
    - 62 percent of employees across all CAPPS agencies have consented to electronic delivery of their W-2.
    - 58 percent consented to electronic delivery of their 1095-C.
  - October's percentages for W-2 consent have remained steady at 62 percent, but percentages for 1095-C have fallen slightly to 57 percent.
  - The CAPPS HR/Payroll Agency Services team recommends using the toolkit to promote eConsent to your employees.

- Automation of prior state service (PSS) continues as we prepare for phase two of the project.
  - Phase one of the PSS initiative automates verification for employees making direct transfers between CAPPS Central agencies. **(ASP 45123)**
    - CAPPS automatically verifies PSS records based on information existing within the system.
    - Auto-verified rows are grayed out, eliminating the need for further action by the receiving agency.
    - Phase one migrated to production on May 23, 2024.
    - The ***Prior State Service*** page includes a new `SYSTEM VALIDATED` field, which contains a checkbox that displays (checked on) for rows in which the *Prior State Service* was confirmed by the system.
    - Only the CAPPS System Support teams can make changes to the *Prior State Service* entries inserted by the system.
    - Agency users are still be able to enter *Prior State Service* if the previous agency was not using CAPPS at the time of the person's employment there.
  - Attendees were polled for feedback on phase one of the PSS initiative.
    - Of 40 attendees who responded to a question whether they have modified their business practices to accommodate PSS phase one:
      - ◊ 26 (65%) responded Yes.
      - ◊ 14 (35%) responded No.
    - Agencies that implemented phase one reported an increased efficiency in their processing and accurate information provided. The wait time for verification was eliminated. No major challenges were reported. Overall, the feedback described the upgrade as a fabulous improvement.
    - Agencies that have not yet integrated the changes cited a lack of time for implementation.
    - Additionally, agencies with hazardous duty still require manual validation, thus needing to verify with transferring agencies.
  - In phase two, the CAPPS team analyzes the *Prior State Service* dates in **Job Data** and recommends correction of any discrepancies.
    - If the dates in *Prior State Service* do not align with dates found in **Job Data**, the CAPPS team contacts the associated agency through the CAPPS Service Desk.
    - Agencies should verify service dates and update *Prior State Service* dates in **Job Data**, as applicable.
    - The CAPPS team then sets the **System Validated** flag for rows inserted by the PSS process, as appropriate.

VII. Open Forum

- Two questions that were submitted through the Input form were highlighted:
  - *Why does CAPPS not have the same rules for T-codes / COBJ combos as USAS? For example, CAPPS has no issues with COBJ 3790 being used with T-codes 405/406. However, when the transaction is transmitted to USAS, it errors out in USAS.*
    - **Answer:** Both accounting systems (USAS and CAPPS) have different editing features and the T-code element is not native to CAPPS Financials, nor is required for each CAPPS transaction, like it is in USAS. The statewide approach has always been that if an agency uses a T-code on their CAPPS Financials transaction, the user understands the nature of the accounting event and is familiar with the other necessary (and valid) transactional components needed for the transaction to process in USAS. All the additional coding requirements are present on the USAS **28A** screen. Unfortunately, the agency will encounter errors on occasion, but this is usually handled as a training issue and they will improve their accuracy as they do more of these transactions.
  - *How should a refund of expenditure be processed in CAPPS and in which module? (USAS TC 180).*
    - **Answer:** The T-code 180 is a Reduction of Expenditure, requiring the VIN of the payee. Generally, this can be handled in one of two ways:
      - ◊ In General Ledger (GL) — For those reductions of expenditures that were deposited into suspense (Fund 900) and payroll-related, the GL entry will be to clear the suspense account (T-Code 188R) and move the refund using T-code 180 and the correct expenditure COBJ. A T-Code 180 will require you to credit the payee VIN, which you will put in the GL Description field. Since this payment was not initiated in AP, no AP entries are needed.
      - ◊ In Accounts Payable (AP) — Normally, for the refund of expenditures made through vouchers, agencies use a reversal voucher style or multi-vendor reversal style to reverse the original AP voucher. Using the reversal voucher style helps to minimize data entry on the refund voucher. If POs are associated, the style allows the encumbrance to be restored. The accounting entry used is associated with T-code 180 (normally called **180 EX RF** or some derivative of that name). The CAPPS transaction is entered as a negative expenditure and is an offset to cash, which interfaces to USAS as a ***D*** doc (Deposit). The AP journal updates the **ACTUALS** ledger when posted.
- We encourage user group attendees to continue responding to our monthly ***Ask Us Anything*** surveys by asking questions or submitting topic suggestions. The upcoming month's ***Ask Us Anything*** button displays in the *Upcoming User Group Meeting* table on FMX's CAPPS Financials User Group Meetings and CAPPS HR/Payroll User Group Meetings pages. The survey closes two days prior to the meeting so CAPPS staff can compile questions and compose answers.

VIII. Deep Dives

- Calendar Year-End (CYE) processing began with the creation of CYE SRs that are opened by the CAPPS System Support team for each Central agency. These SRs were opened in mid-October.
  - The CYE SRs include the *CAPPS Calendar Year End 2024 Checklist*.
  - Employees should be encouraged to consent to electronic delivery of W-2 and 1095-C forms.
  - Agencies can still view and print their employees' CYE tax forms if desired.
  - Agency Payroll Processors must verify and update contact information by **Dec. 31, 2024,** by navigating to ***Payroll for North America*** and selecting **U.S. Annual Processing**, **Define Annual Tax Reporting**, then **W-2 Company Data**.
  - Agencies must verify and update the ACA Contact Information page (by **Dec. 31, 2024**) by navigating to **Payroll for North America** and selecting:
    1. **U.S. Annual Processing**
    2. **ACA Annual Processing**
    3. **Manage Agency Contact Info**
  - CAPPS provides Benefit Replacement Pay (BRP)-eligible employees the ability to change their leveling election for the next calendar year in ESS during an open enrollment period (**8 a.m.** on **Nov. 18, 2024 — 5 p.m.** on **Dec. 2, 2024**). If the employee is not changing their election, no action is needed. To make changes, the employee must:
    1. Navigate to the **ESS Dashboard**.
    2. Select the **My Profile** tile.
    3. Selects the **BRP Enrollment** page.

Note: A BRP desk aid will be attached to each Central agency's CYE SR toward the end of November.

- A Letter of Authorization (LOA) is a written request from an authorized agency representative to request for the CAPPS Agency Services team to make data corrections or entries in CAPPS.
  - Agencies submit LOAs to request CAPPS Agency Services to:
    - Complete transactions that agencies are unable to process.
    - Request corrections to existing entries or to enter transactions in CAPPS that are beyond the agency's entry and correction window, which is the current month plus one month back.
  - LOA requests must be submitted using the correct LOA form:
    - For **HR/Payroll** requests:
      Letter of Authorization for Data Changes to CAPPS HR/Payroll, HRIS, SPRS, USPS (Form 73-113)
    - For **Financials** requests:
      Letter of Authorization for Data Changes to CAPPS Financials, USAS, Business Objects (Form 73-336)
  - When preparing an LOA, always download a new form from FMX's Forms page to ensure the most current version of the form is used.
  - Only authorized agency representatives can sign an LOA request form.
  - Tips for completing the LOA form for CAPPS HR/Payroll:
    - Enter the employee's **full** SSN (required) to ensure the change is processed on the correct person's record.
    - Enter the position number (desired or current, if applicable).
    - Enter the `FIELD TO CHANGE`, the `CURRENT VALUE` and the `DESIRED VALUE` (for all applicable fields).
    - If there is nothing to change because it is a new transaction, enter the data in the applicable fields (such as `EFFECTIVE DATE`, `SPECIFIC REASON CODE`, `SALARY RATE`, and `POSITION NUMBER`).
    - Ensure the employee's position data is corrected –or– update the employee's position in **Manage Position** on or before submission of the LOA request (if applicable).
    - Attach all supporting documentation for the LOA to your CAPPS Service Desk SR ticket along with the completed LOA form. Many transactions (particularly those impacting pay) require Payroll Policy personnel to first review the request to ensure the transaction is permissible before the LOA can be approved and processed.
    - Identify (on the LOA form) the specific transaction(s) needed, including the action/reason code and the order in which the transactions should be processed if multiple transactions are necessary.
    - Select `URGENT PROCESSING` (Under the **Priority Level** section of the LOA form) if the change is necessary in order to prevent an incorrect payment or generated report. Additionally, the authorized requestor must answer the questions (in the column to the right) before submitting the LOA. The agency's responses to the overpayment questions are used for monitoring compliance with overpayment collection and debt reporting requirements. Agencies can review FMX's Overpayments page additional details.

IX. Wrap-up/Close Meeting

- **Next Meeting**: Thursday, Nov. 21, 2024 — Combined HR/Payroll and Financials User Group Meeting
- The HR/Payroll eConsent Toolkit will be sent on **Oct. 24, 2024**.
- 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