CAPPS Combined HR/Payroll and Financials User Group Meeting

Thursday, Nov. 21, 2024

9–11 a.m.

(Webinar Only)

I. Announcements & Reminders

- CPA offices will be closed on the following dates:
  - Wednesday, Nov. 27 through Friday, Nov. 29, 2024
  - Tuesday, Dec. 24 through Friday, Dec. 27, 2024
  - Wednesday, Jan. 1, 2025
  - Monday, Jan. 20, 2025
- Recommended best practices for CAPPS login reduces the need to clear browser cache and delete cookies and ensures a smoother login process. Recommendations include:
  - When using multiple environments concurrently, use separate browsers (i.e. one environment in Chrome, another environment in MS Edge).
  - Bookmark only the designated landing page for the CAPPS main login for the environment. URLs for other CAPPS pages may change during upgrades or deployments.
  - Recommended alternative: use your TDIS portal.
  - Once logged into CAPPS, use the provided navigation menus.
- Important dates for the first-quarter *Military Workforce Summary Report*:
  - **Dec. 13, 2024** – Maintenance/Correction deadline
  - **Dec. 17, 2024** – Acknowledgment and Reporting Forms are available
  - **Dec. 31, 2024** – Acknowledgment and Reporting Forms are due
- Review agency service desk tickets related to calendar year-end (CYE):
  - Review the CYE checklist.
  - Ensure that the proper Level 1 contact information is included in the CYE SR ticket.

II. CAPPS Production Updates

- The Financials SR data for October 2024 included 662 new tickets opened and 683 tickets closed. There were 332 tickets carried forward from October into November.
- The Financials release for November contains four requests consisting of one break-fix, two improvements and one new feature. Highlights include:
  - **SR-60124** — an improvement that displays an error message if an `ASSET ID` is entered by a user, but is in `DISPOSED` status. This prevents bad data from being sent to Asset Management (AM).
  - **SR-60120** — an improvement that copies the universal field values from source vouchers into various voucher styles such as adjustments (ADJ), corrections (CORR), multi-vendor adjustments (MVA) and multi-vendor reversals (MVR).
- The Financials release for December contains six requests consisting of one break-fix, two improvements and three new features.
- The Financials release for January contains six requests consisting of one break-fix, two improvements and three new features.
- One enhancement is submitted for a vote to be added to the CAPPS Financials baseline. The SR and its title from the CAPPS service desk, along with the user story and proposed solution are:
  - **SR-62763** — Add the `REQUISITION PRIORITY` to the *Approval* tile (suggested via **ENH-61757**).
    - **User Story:** *As a requisition approver, I want the ability to view the priority status of requisitions to assist in prioritizing the approval of requisitions pending approval.*
    - **Proposed Solution Summary:** When processing approvals for purchase orders from the *Approvals* tile, the priority status displays for the documents. Currently, the priority status does not display for requisitions. Displaying the priority status will assist with approving requisitions when there is a large volume to approve. The proposed resolution is to display the priority status of requisitions from the *Approvals* tile during the approval process.
- The HR/Payroll SR Data for October 2024 included 914 new tickets opened and 951 tickets closed. There were 741 tickets carried forward from October into November.

- The HR/Payroll release for November contains 15 requests consisting of seven break-fixes, four improvements, and four new features. Highlights include:
  - **SR-60234:** a break-fix to allow payroll users to process employees with two lump-sum (LSV) entries in a single paycheck.
  - **SR-60142:** an improvement to allow managers to see Time and Labor details of their indirect reports including Time Certification, Shift Pay, Time and Leave Setup & Override Scheduled Workday details.
  - **SR-60984:** a new PeopleSoft Query created to identify employees who do not have an Annual Base Benefit Rate (ABBR) amount on their primary job record. This will help identify and correct employee information prior to payroll processing to ensure employee benefit deductions are accurate.
- The HR/Payroll release for December contains 12 requests consisting of seven break-fixes, two improvements, and three new features. Highlights include:
  - **SR-61690** — a break-fix to display all detail rows in the legislative longevity link, rather than just the first effective-dated row.
  - **SR-60032** — an enhancement to display an employee's overall evaluation rating on the *View Performance Documents* page.
- The HR/Payroll release for January contains 14 requests consisting of seven break-fixes, four improvements and three new features. Highlights include:
  - **SR-60277 —** a break-fix to improve the responsiveness of the *Low Leave Balance by Agency* query.
  - **SR-62010** — an improvement to lock managers, time administrators and decentralized superusers from making schedule changes while payroll is being processed. Time and Labor (TL) superusers are not restricted.
  - For the new functionality being implemented in the December and January releases, three changes are highlighted for agency testing during user acceptance testing (UAT). The functionality and acceptance criteria are:
    - **SR-60032 —** A request to display an employee's *Overall Evaluation Rating* on the *View Performance Documents* page. UAT: Dec. 2–6; Production: Dec. 12. **Acceptance criteria:**
      (1) The user should be able to search documents and validate that the *Rating* column is visible on the far right of the data grid.
      (2) Validate that documents with an overall summary rating have a correct raw score value in the Rating column.
      (3) Validate that documents without an overall summary rating have an N/A value in the Rating column.
      (4) Validate that documents that are not yet submitted have a *zero* value in the *Rating* column.
    - **SR-60303 —** a request to synchronize changes to an employee's `REG/TEMP` field with the Standardized Payroll/Personnel Reporting System (SPRS). UAT Dec. 2–6; Production: Dec. 12. **Acceptance criteria:**
      (1) Process a reg/temp change on *Manage Position* and verify a warning message is received stating incumbent data will not be updated. Verify no row was written to *Manage Job* for the incumbent.
      (2) Process a reg/temp change on *Manage Position* along with a department and/or Reports To change. Verify no row was written to *Manage Job* for the incumbent and that a message is received stating the incumbent data will not be updated.
      (3) Process a reports-to change or department change on *Manage Position*. Verify that no message is received and a *POS/UPD Manage Job* row is written to *Manage Job*.
      (4) Process a job code change on **Manage Position**. Verify that a message is received stating incumbent data will not be updated. Verify no row was written to *Manage Job* for the incumbent.
    - **SR-62010 —** a request to automatically restrict access to schedule changes and correction mode once payroll has begun processing so that prior-month changes are limited only to TL superusers. UAT Dec. 30 – Jan. 5; Production: Jan. 9)
      (1) Validate that agencies who have restricted retroactive schedule changes and schedule overrides for managers, time administrators and decentralized superusers now have this restriction applied for additional paygroups (SMI). Previously these restrictions were only for the MON pay group.
      (2) Validate that agencies who have not restricted retroactive schedule changes and schedule overrides for managers, time administrators and decentralized superusers can continue to make retroactive schedule changes and overrides.

- Two enhancements are submitted for a vote to be added to the CAPPS HR/Payroll baseline. The SRs and their titles from the CAPPS service desk, along with the user stories and proposed solutions are:
  - **SR-61294** – Add `DENIAL REASON` to the *FMLA Events Status Report* (suggested via **SR-60294**).
    - **User Story:** *As an FMLA administrator, I want the FMLA denial reason to display on the FMLA Events Status Report for denied FMLA events, so that I can easily review why the FMLA event was rejected.*
    - **Proposed Solution Summary:** The FMLA denial reason is added to the *FMLA Events Status Report* for FMLA events that were denied when the user runs the report for *Denied Events*.
  - **SR-63487** – Update Requisition Section Headings (suggested via **ENH-61573**).
    - **User Story:** *As a CAPPS Recruit user, I want to rename multiple section headings within the Requisition Template and Requisition layouts, so that the section headings related to the external job description and screening questions are more intuitive.*
    - **Proposed Solution Summary:** Through configuration, update section headings within the CAPPS Recruit Requisition template and Requisition file layouts to improve the user experience by updating the:
      (1) CAPPS Requisition external description to the external description and removing the instructions labeled *CAPPS Requisition External Description 062716*.
      (2) Questionnaire to state of Texas application for employment and pre-screening questions.
      (3) Disqualification questions to state of Texas application questions.
      (4) Questions to state of Texas application/pre-screening questions.

III. CAPPS Project Updates

- The Financials deployment for ERS and TDCJ is currently 45 percent complete, with all metrics on track for implementation on Sept. 1, 2025. Key activities include:
  - Design, Configuration and Prototyping Sessions are complete.
  - System Test continues to progress.
  - The Conference Room Pilots (CRP) phase continues.
  - PeopleTools upgrade from version 8.60.10 to 8.61.07 has begun.
  - Early discussions for Train the Trainer have begun.

IV. On the Horizon

- The CAPPS *Roadmap* outlines several projects related to the development of CAPPS. Recent developments include:
  - **Governance and Consolidated Application Control Environment (CACE) Updates:** The CAPPS team proposed some updates to the governing documents to the steering committee. Steering committee members reviewed the updates and provided feedback, which are evaluated internally. More details will be available in the coming months.
  - **Reporting Strategy:** A product promising real-time data reporting was piloted; however, there were some challenges with this approach: the CAPPS team is shifting focus to evaluating the alternative of “right-time” data for a reporting platform. The CAPPS team is currently reviewing a different product.
  - **CAPPS Logo Updates:** While the majority of the rebrand is complete, some CAPPS reports have the previous images hard-coded. These reports need revised coding to utilize a central repository instead.
  - **Service Desk Management:** The CAPPS service desk (powered by BossDesk) went live in August and provides robust reporting options for ticket tracking for the CAPPS product support teams.
  - **Data Masking:** Early work is being done to establish what Phase II of Data Masking will entail.
  - **Legacy Fiscal modernization:** Replacements for Uniform Statewide Accounting System (USAS) and Texas Identification Number System (TINS) are in the works. Timelines and the *Roadmap* for decommissioning SPRS, Human Resource Information System (HRIS) and Uniform Statewide Payroll/Personnel System (USPS) are in development and will be shared in a few months.
  - **CAPPS Recruit:** Recruit is currently on pause as we have been informed that the product that we use (Taleo) was declared end-of-life and will be deprecated shortly. The CAPPS team has reviewed Oracle Recruiting Cloud (ORC) as a possible replacement; however, it does not support multitenancy, which is necessary for our use case. The CAPPS team is looking at PeopleSoft Recruit as another alternative. As we learn more about what the transition away from Taleo will look like, we will share more. The replacement of Taleo will be handled like any other large project. The expected timeline is less than two years.

V. Features & 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, with also reduces the administrative burden on your teams.

- As we approach CYE, we want to encourage agencies to promote the electronic consent (eConsent) options to employees for their year-end forms.
- We are resending the toolkit that can be shared with employees. The toolkit 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, we reported that 62 percent of employees across all CAPPS agencies have consented to electronic delivery of their W-2 and 58 percent have consented to electronic delivery of their 1095-C.
- In October, percentages for W-2 Consent remained steady at 62 percent, but percentages for 1095-C have fallen slightly to 57 percent.
- For November, percentages remain virtually the same, at 61 percent for W-2 consent and 57 percent for 1095-C consent.
- CAPPS HR/Payroll Agency Services recommends utilizing the toolkit to promote eConsent to your employees.

VI. Open Forum Q&A

One question and one suggestion that were submitted through the input form were highlighted:

- **Question:** *Are there any options in CAPPS to group AP vouchers so that our agency can have more control over what USAS batches can be pre-released? Is the default controlled solely by the T-code and AP journal setup feature in CAPPS?*
  - **Answer:** This topic was presented in the Jan. 25, 2024 Financials user group. See FMX's CAPPS Financials User Group Meetings page for the meeting minutes or email CAPPS Governance and Communications for a copy of the slides.
- **Suggestion:** *Can you provide ongoing regular status updates on desk aids that are added to the CAPPS Training website and training courses that are updated?*
  - **Answer:** Thank you for this suggestion. We are considering your suggestion as we develop future user group meetings.

VII. Deep Dive Topics

- Enhancements to CAPPS begin when an agency Level 1 support staff suggests an enhancement through the CAPPS service desk.
- Multiple groups of people are involved in bringing enhancements to usable code:
  - Oracle — the company behind the PeopleSoft software on which CAPPS is built.
  - Accenture — our Managed Service Provider, which is responsible for the actual programming code.
  - The user community, which provides testing and evaluation of new work units being implemented.
  - The CAPPS product team, which organizes and oversees the workload and workflow.
  - CAPPS Governance, which includes the user group committees, the steering committee and the Governance and Communication team.
  - The CAPPS team, which is comprised of the many analysts, team leads and area managers.
- Once an enhancement suggestion is submitted, the suggestion is put through a structured process, comprised of five main phases:
  - **Plan**
    - The suggestion is reviewed and evaluated against existing functionality to determine its feasibility.
  - **Engage**
    - User feedback gauges the general applicability and interest in the enhancement.
    - The enhancement is routed through the Governance team so they can determine whether the enhancement should be implemented/approved. Enhancements that are approved continue through the process.
  - **Release Schedule**
    - Release scheduling evaluates the amount of time needed to implement an enhancement.
    - The release cycle typically lasts seven to 11 weeks but can vary depending on complexity and other factors, including legislative mandates, prioritization from Governance, the backlog of work already in the queue, availability of resources and upcoming PeopleSoft upgrades.

- **Design and Build**
  - Functional Design Document (FDD) describes the functional specifications of the enhancement.
  - Technical Design Document (TDD) describes the technical specifications of the enhancement.
  - FDD and TDD are turned into programming code.
  - Code is then tested by the CAPPS team.
  - New functionality is tested by agency users during UAT.
- **Deploy and Support**
  - Following successful testing, the new code is deployed in the production environment.
  - Once in production and no unwanted behavior is observed, the enhancement receives final PRD validation/approval.

- As agencies employ individuals of increasing geographic diversity, considerations for proper withholding of state and local payroll taxes become more important.

> **Note:** The information presented is general information on payroll taxes. This is not tax advice.

- State employees who live or work outside of Texas may be subject to state or local income taxes in addition to federal income taxes. Most states have state personal income taxes. Many localities also have income taxes that require withholding.
- State agencies must comply with applicable tax laws and ordinances for each state or municipality where their employees work.
  - For more information on state and local taxes, contact the appropriate state or local taxing authority. Contact information for taxing authorities in a particular state is often listed on the state's website.
  - If a particular jurisdiction or locality is not already available in CAPPS, the agency Level 1 is required to submit a CAPPS service desk (CSD) ticket with the Employer Identification Number (EIN) from the appropriate taxing jurisdiction(s) to be set up in our systems. CAPPS production support updates CAPPS payroll configuration accordingly. Payroll policy will update TINS for electronic payments, if applicable. After CAPPS and TINS (as needed) have been updated, the agency can calculate and remit taxes to that state/local tax authority.
- State agencies are responsible for all wage reporting for each state and/or local tax authority for their employees.
- W-4 Tax Setup for out-of-state employees :
  - CAPPS core payroll users have access to update the employee's state tax data as necessary. The employee needs to complete the state- and/or local-specific W-4 form for states that require withholding. The core payroll users updates CAPPS state and/or local W-4 data for the employee as CAPPS *Employee Self Service* is only for federal tax setup.
  - Resident state is determined by the home address listed in CAPPS personal data. Unemployment insurance (UI) jurisdiction state is determined by the CAPPS job data tax location state.
  - Certain state-specific field(s) are displayed depending on the state that you select. Arizona, California, Connecticut, Indiana, Louisiana, Mississippi, New Jersey, Oregon, Vermont and Wisconsin are a few of the states that may have additional fields to populate in CAPPS based on employee state W-4.
  - CAPPS core payroll users have view access to the CAPPS company state and company local tax configuration tables. These pages allow agencies to view the states and localities currently available for use at your agency. Agency Level 1 users can submit a CSD ticket with the EIN from the appropriate taxing jurisdiction(s) when new out-of-state entries are required.
- The CAPPS *Employee Tax Data* page helps Payroll users to properly configure employees for withholdings.
  - Navigation Path — **Dashboard:** Payroll & Commitment Acctg; **Tile:** Employee Pay Data; **Page:** Employee Tax Data.
  - The *Employee Tax Data* page contains tabs for *Federal Tax Data, State Tax Data* and *Local Tax Data*.
  - On the *State Tax Data* tab:
    - Employees who reside and work in Texas have one data row (for Texas).
      - Check `RESIDENT` and `UI JURISDICTION` on this row.
    - Employees who reside outside of Texas but work in Texas have two data rows (one for each state).
      - Check `RESIDENT` on the row corresponding to the state in which the employee lives.
      - Check `UI JURISDICTION` on the row for Texas.
    - Employees whose state of residence and `UI JURISDICTION` are the same (and are not Texas) have one data row (for that state).
      - Check `RESIDENT` and `UI JURISDICTION` on this row.

- Employees with local tax requirements use the local tax data tab to check `RESIDENT` on the row corresponding to the county or municipality/taxing authority.
- Several reports and queries are available to assist payroll users with their state and local tax scenarios:
  - **TX_PY_ST_TAX_CALC_IS_ACTIVE** — returns employees that have state tax data set up other than Texas.
  - **TX_PY_STATE_NOTTX_CALCD** — returns paychecks where calculated state tax is outside of Texas.
  - **Payroll Register Report** — displays employee *State Tax Withholding* amounts.
  - **Payroll Summary Report** — displays totals for both employee and employer *State Tax Withholding* amounts.
  - Other Reports and Queries:
    - **State Tax Summary Report**
      Navigation Path: **Dashboard:** Payroll & Commitment Acctg; **Tile:** Quarterly Processing, Reports; **Page:** State Tax Summary
    - **State Tax Detail Report**
      Navigation Path: **Dashboard:** Payroll & Commitment Acctg; **Tile:** Quarterly Processing, Reports; **Page:** State Tax Summary — Detail
    - **Local Tax Summary Report**
      Navigation Path: **Dashboard:** Payroll & Commitment Acctg; **Tile:** Quarterly Processing, Report; **Page:** Local Tax Summary
- Successful payroll processing involves the coordination of many factors. Being able to complete a given payroll on time requires payroll users to consider. Effective communication with other internal departments is crucial:
  - **Human Resources:** new hires, promotions, demotions, raises, etc.
  - **Benefits:** benefit changes, deductions for new hires, etc.
  - **Time and Labor:** Leave Without Pay (LWOP), overtime payments, exceptions, lump sum payments, etc.
  - **Unforeseen Issues:** Staff out of office, manager approvals, delays of approvals, etc.
- Knowing payroll due dates and following the payroll checklist promptly assists in ensuring that you are able to complete your on-cycle and off-cycle payrolls.
  - The payroll checklist can be accessed in several different ways:
    - From the **Dashboard:** Payroll & Commitment Acctg; **Tile:** Payroll Checklist.
    - Download from the MNT environment.
    - Run the public query TX_PY_PAYROLL_CHECKLIST.
- Consider utilizing test environments to test your payroll before running in production to identify issues.
- Ensure funding is available to avoid payroll failures.
- To ensure payroll data is accurate when it is processed, a state agency must manage salary actions, payroll changes and reconciliation to provide enough time for required data entry and submission by the payroll due date appropriate to the type of payroll being processed.
- An agency that fails to meet the Comptroller-established deadline for monthly and twice-monthly payrolls risks not paying its employees on time and causing them undue hardship. Agencies must also process direct deposit instructions and pay card authorization forms with enough time to set up the accounts and post to them on payday.
- If an agency must submit a SR for payroll assistance:
  - Ensure that the Level 1's contact information is accurate. An alternative or correct phone number should be added to the SR.
  - Include pertinent information or any ongoing testing in non-production environments (MNT, UAT, etc.).
  - Tell us all about the Ws:
    - Who is affected?
    - What happened?
    - What is the expected outcome?
    - What steps have you taken?
  - Include screenshots as applicable:
    - Reports
    - Error Messages
    - Paylines

- FMX's [Texas Payroll/Personnel Resources] page contains a wealth of information that can be helpful on any policy questions.
- Payroll deadlines for the CYE payrolls:

  Note: you may need to complete your payrolls earlier based on your agency's holidays.

  - **November**
    - Payroll – Wednesday, Nov. 20
    - Direct Deposit – Monday, Nov. 25.
  - **December**
    - Payroll – Friday, Dec. 20
    - Direct Deposit – Thursday, Dec. 26.

VIII. Wrap-up/Look Ahead

- The next CAPPS user group meetings are scheduled on:
  - HR/Payroll User Group — **Jan. 28, 2025**
  - Financials User Group — **Jan. 30, 2025**
- **Reminder** — CPA offices (including the CAPPS help line) will be closed on:
  - Nov. 27–29, 2024
  - Dec. 24–27, 2024
  - Jan. 1, 2025
  - Jan. 20, 2025
- 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