Agency Human Resource Management

Welcome to CAPPS HR/PAYROLL

End-User Training (EUT)

Course Number: 130

Course Name: Agency Human Resource Management (HR)

Welcome

Welcome to the CAPPS HR/Payroll training.

Before taking this class, you should have already completed the CAPPS Fundamentals course.

Introductions

Before proceeding with the course, let's take some time to get to know each other.

Tell us:

- Your name
- Your Agency and Department
- Your expectations from this session
- An interesting fact about yourself

Greetings

Before we get started, let's go over some housekeeping rules, along with a few pointers and tips that will help you complete this course.

Housekeeping Rules

- Training Materials
- Restrooms
- Emergency Exits
- Please Silence Cell Phones
- Ask Questions

Course Preparations

Pointers and tips to remember while taking this course:

- This course will take approximately 1 day. This course may be completed in sections, or all in one session.
- Make sure you view all the information using the Next and Prev navigation buttons.
- Close all other applications including email while taking the course.
- Move your mouse over this symbol to view content “Fun Facts”.
- After successfully completing the course, there will be instructions on how to complete a knowledge check.

Course Objectives

After completing this course, you will be able to:

- Process hires/rehires/contingent workers
- Update employee’s personal information
- Process transfers, moves, and terminations
- Process promotions, demotions, and temporary assignments
- Run queries and reports

Course Outline

CAPPS Human Resource Training is organized in six sections:

- Section 1 - CAPPS Human Resources Overview
- Section 2 - Hiring Activities
- Section 3 - Transfers, Moves, and Terminations
- Section 4 - Position and Data Changes
- Section 5 - HR Queries & Reports
- Section 6 - Summary/Conclusion

Section 1

CAPPS Human Resources Overview

Section 1 - Lesson Outline

1) Human Resource Management Overview 15 min
2) CAPPS Module Integration10 min
3) Key Terms and Definitions 45 min
4) Key Concepts 15 min

Section 1 - Objectives

After completing this section, you will be able to:

- Understand Human Resources Management
- Understand how CAPPS HR integrates with other CAPPS HR/Payroll modules
- Understand HR related terms and definitions
- Understand key concepts that affect the new process

Human Resource Management

Human Resources Management is the process by which employee information is entered and maintained in the CAPPS HR/Payroll system, including: New hires, Personnel Actions, Compensation and Terminations.

Agency HR Super Users will learn how to enter, update, and maintain employee records throughout the full Hire-to-Retire cycle.

CAPPS Module Overview

CAPPS HR/Payroll is comprised of several integrated applications known as modules. These modules are used to manage employee, human resource, time and labor, and payroll functions.

The central module in this integration is Human Resources. The Human Resources module contains key personal and job-related information that is shared by the other modules within CAPPS. The additional core modules include Position Management, Time and Labor, Payroll and Base Benefits. Performance Management, Recruit, and Learn are optional non-core modules.

The module integration uses data stored to accurately assign and change positions, change salary, create timesheets, update benefits, pay employees, and perform performance reviews.

Terms & Definitions

Listed below are terms used in this module that might be new to you, or might be used in a new way:

- SetID: Core value for each agency that identifies the dataset for that agency. Agency number followed by TX (ex: 304TX)
- Business Unit: A layer of reporting / control between the company and the departments. The fewer business units you have the less complex your configuration will be. Production Business Unit values will include an agency number suffixed with two additional characters. The primary Business Unit for

each agency will end in 00 (ex: 30400). Agencies will determine the suffix values for non-primary Business Unit values.

- Company: The top-level control for payroll. This is always set to the agency number.
- Department ID: Every position and job is assigned to a department. Departments are controlled by Business Unit and SetID, therefore agencies can name their departments as needed without risk of overlap with another agency.
- Location Codes: Each agency must have a location code with location details in order to create positions. The state reporting requires that at a minimum, agencies have a location for each county in which they have employees working. The agency has the option to be more detailed and take location details down to the floor and mail drop level.
- Mail Drop: An optional agency defined value that can provide more detail for a location. The mail drop can be tied to a position and then can be used to help sort warrant distribution. Intended use is to provide a mail routing / sort.
- Run Control: A predefined set of parameters used to run a report. Run controls are set up and saved, and then can be reused as needed to ensure that the report runs consistently each time.
- Job Codes: Job codes establish profiles, default compensation and applicable extended attributes for each job in CAPPS. The approved job codes for the State of Texas as specified by the state auditor are maintained in CAPPS under the SETID of TEXAS.
- Each agency maintains specific functional job codes under their agency SETID. Agency functional job codes must be established with the statewide job code as the first 4 characters with an agency defined suffix (i.e. 0055XX where XX is an agency specific values).

Key Concept A: Action/Reason

The Action/Reason table has been standardized for all Agencies using CAPPS.

The appropriate action and reason code for each transaction will be selected from the drop-down box in Job Data.

Effective Dated Rows

Key Concept B: Effective Dated Rows

Data in CAPPS is maintained in tables. When entering new data or updating existing data, the user inserts a new row into the table, and designates the date on which that new entry takes effect - the Effective Date.

A CAPPS table may contain Current, Future, and Historical rows, based on the Effective

Date.

This allows current data to be used by the system, while future changes can be entered in advance, and previous records are saved for historical purposes.

Organizational Relationships

Key Concept C: Organizational Relationships

Each employee must have one or more Organizational Relationships identified in their profile. There are three types of Organizational Relationships recognized by CAPPS, although only two are used in HR:

- Employee: A person who is hired to provide services to the organization and has a legal employee relationship with the organization.
- Contingent Worker: A person who provides services to the organization and who does not have a legal employment relationship with the Agency. The contingent worker works with the Agency on a contractual basis.
- Person of Interest: A person who is not an employee or contingent worker, but is of interest to the organization. (Only used to provision Empl IDs in CAPPS Finance.)

Departmental Security Trees

Departmental Security Trees are set up by CAPPS Central, with input from the Agency.

The highest level of the hierarchy is the Agency. Each Agency has a unique SetID code, which is made up of the agency number followed by the letters TX. For example, the SetID for DMV is 608TX.

The second level of the hierarchy is the Business Unit. Each agency has a primary Business Unit, which is the agency number followed by 00. So, for example, the Primary Business Unit code for DMV is 60800. Each agency can also establish Non-Primary Business Units, at their discretion.

Level Three of the hierarchy is the Department. Some examples of departments at DMV are the Motor Carrier Division, IT Service Support, or Financial Services.

Web Services

Key Concept E: Web Services

Web Services is a background process that captures key employee data from legacy systems.

At the time of hire, this process checks the National ID or Empl ID entered and populates relevant information from an employee's history, where applicable.

This information may include:

- Retirement Eligibility
- Return-to-Work Retiree Data
- Information Release Indicators (where statutorily protected)
- TINS Number (or 7-Number)
- Type of Hire (010, 012)

Section 2 - Hiring Activities

Section 2 - Lesson Outline

1) New Hire Process Comparison
2) Custom Hire Pages- Hire/Rehire/Return to Work Retiree
3) Contingent Workers

Section 2 - Objectives

After completing this section, you will be able to:

- Understand key concepts that affect the new hire process
- Learn how to create an employee or contingent worker in CAPPS for a new hire, re-hire, or Return to Work Retiree
- Learn how to assign a position to the hire and enter their compensation
- Learn how to add emergency contacts to the new hire profile

Comparing New Hire Processes

The process for hiring varies, depending on whether you are hiring an employee or a contingent worker. This chart demonstrates the differences between the two processes.

1) Navigation for an employee is Workforce Administration > Job Information > CAPPS Custom Hire. For Contingent, the navigation is Workforce Administration > Job Information > CAPPS Non-Employee Add.

2) Identification: When hiring, enter the employee's National ID number (which is usually the Social Security number), and the system will generate an employee ID number. Contingent Workers must provide a TINS number, which they obtain in advance from the Comptroller's office, and that number becomes the employee ID.

3) Organizational Relationship: When the CAPPS Custom Hire screen is used, the "Employee" checkbox is auto selected on the Organizational Relationship page.

When using the CAPPS Non-Employee Add screen, Contingent Worker is auto selected.

4) Action/Reason Codes: The action code for employees is preset to "Hire". Reason code must be selected manually, and could be New hire or rehire, Interagency transfer in, or Legislative transfer. For Contingents, the action code of Add Contingent Worker and reason code Non are both auto selected.
5) Job Data Tabs: For Employees, the Job Data screen includes tabs titled Work Location, Job Information, Job Labor, Payroll, Salary Plan, and Compensation. For Contingents, only Work Location and Job Information are available.
6) Compensation is entered for Employees, but not for Contingent workers.

Creating a Hire

- Two custom pages are available in CAPPS to enter New Hires and Contingent Workers.
  - CAPPS Custom Hire
  - CAPPS Non-Employee Add
- Relevant information, such as ID numbers and Organizational Relationships, are handled differently according to the type of hire.
- Note that some Required Fields might not have asterisks (*) but are still required by policy or by the system.
- As soon as an Organizational Relationship is added, the Personal Data record will be saved and in the case of a New Hire, the Employee ID is visible. The system will then continue to the Job Data screen, and some fields will be auto-populated according to the type of hire.

Re-Hires

- Some data, regarding employees who were previously employed in one or more of the legacy systems, is maintained by Web Services.
- When a National ID is entered in CAPPS Custom Hire, Web Services checks to see if it recognizes that number and sends a message to verify that the correct Empl ID is being used.
- When you confirm the Message, Web Services will automatically return key data elements to CAPPS that will be used to establish the hire. For example, whether the employee is subject to a 90-day wait will be filled in.
- CAPPS may also have personal data from a period of previous employment. This information should be verified in case it is out-of-date.

Return-to-Work Retiree

- A Return-to-Work Retiree is processed in CAPPS as a New Hire/Rehire. Additional Data is captured for the RTW Retiree.
- If an employee retired, Web Services updates the appropriate fields in the Job Data screens when that employee is rehired.
- On the Job Data screen, the Retirement Code is updated.
- On the Employment Data > Employment Information tab, the RTW Information Grid is updated.

Automated Process

- The Six-months Continuous Service requirement for using annual leave is tracked by an automated process. This field can be viewed at Job Data > Employment Data > Employment Information tab.

Contingent Worker

Creating a Contingent Worker

- TINS Number (commonly called the “7-Number”) must be obtained in advance by the Agency Security Coordinator, and becomes the Empl ID.
- Use the CAPPS Non-Employee Add screen to set up a Contingent Worker.
- National ID is not required and should not be recorded. National ID field defaults to 999-99-9999 after the record is saved.
- Compensation is not entered for Contingent Workers, as they are not paid through
  CAPPS HR/Payroll.
- All Contingent Worker Positions have the same Job Code, which is “NONEMP”.
- Headcount for a Contingent Worker Position can be more than one.
- This means that Agencies can set up one Position for all of their Contingent Workers, or they can set up multiple Contingent Worker Positions
  if they need to be tracked according to Location, Department, or Reports-To.

Section 2, Lesson 2 Exercise

Exercise:

The following exercise provides step-by-step instructions on how to perform the following task in CAPPS:

CAPPS Custom Hire
Scenario 1: Creating an Employee and Assigning a Position
Scenario 2: Entering Emergency Contact Information

View Section 2, Lesson 2 exercise scenarios (opens a new web browser).

After completing the exercise, close the browser tab and return to the course.

Section 3 - Transfers, Moves, and Terminations

Objectives

After completing this section, you will be able to:

- Process transfers, moves, and terminations
- Enter Prior State Service

Section 3, Lesson Outline

1) Transfers
2) Moves
3) Terminations

Section 3, Lesson 1

Transfers

- Transfer to a Different Agency
- Prior State Service Row Insertion

Transfers

- An employee who is transferring from one agency to another is terminated by the "losing" agency, and then rehired in the "hiring" agency on the same date.
- Within CAPPS, the employee cannot be rehired in the second agency until after they are terminated in the first.
- Agencies should coordinate to ensure that the employee is terminated at the losing agency before being hired at the gaining agency.

Prior State Service Row Insertion

- When transferring from a CAPPS Central agency to another CAPPS Central agency, Prior State Service Rows are updated by automated processes.
- However, when transferring from a CAPPS Hub agency, an Non-CAPPS agency, an USPS agency, or an HRIS (higher education) agency, Prior State Service must be entered manually.
- Agencies MUST validate Prior State Service before entering it.

Section 3, Lesson 1 Exercises

Exercises:

The following exercises provide step-by-step instructions on how to perform these tasks in CAPPS:

Changing Positions

Scenario 1: Transferring to a Different Agency

Scenario 2: Prior State Service Row Insertion

View Section 3, Lesson 1 exercise scenarios (opens a new web browser).

After completing the exercises, close the browser tab and return to the course.

Section 3, Lesson 2

Moves

Moving within the same Agency

- When an employee is moving from one department or job to another within the same agency, it referred to as a “Move”.

- In some instances, this change may or may not impact salary.

Section 3, Lesson 2 Exercise

Exercise:

The following exercise provides step-by-step instructions on how to perform this task in CAPPS:

Changing Positions

Scenario: Moving Within the Same Agency

View Section 3, Lesson 2 exercise scenario (opens a new web browser).

After completing the exercise, close the browser tab and return to the course.

Section 3 - Lesson 3

Terminations

- Termination Types
- Importance of Effective-Dating
- Zeroing Out Leave Balances

Termination Types

All terminations are entered the same way, with the Action Code and a different Reason Code. Examples of a few termination reasons are listed below:

- Voluntary Termination
- Involuntary Termination
- Resignation in lieu of involuntary separation
- Retirement
- Death
- Transfer to another Agency

Remember that there may be other business process steps required for a termination that doesn't take place in CAPPS. These outside processes are not covered in training.

Effective-Dating Terminations

The Effective Dates of a Termination are <u>very</u> important.

- The Effective date of the termination is equal to the Termination Date (the last day physically worked) plus one.
- Agency-specific business practices still apply.
- If termination is due to transfer within CAPPS, the Effective Date of the termination must be the same date as the CAPPS Effective Date of hire at the new agency.

Leave Balances

Upon termination, it is the responsibility of the manager or T&L Super User to zero out leave balances and pay any required amounts.

Timing of the payout may depend on the type of separation and leave.

Section 3, Lesson 3 Exercise

Exercise:
The following exercise provides step-by-step instructions on how to perform the following task in CAPPS:

Terminations

Scenario: Entering a Termination

View Section 3, Lesson 3 exercise scenario (opens a new web browser).

After completing the exercise, close the browser tab and return to the course.

Section 4

Personal, Position and Job Data Changes

Section 4 - Objectives

After completing this section, you will be able to:

- Search for an employee by name or national ID
- Change a name, address, phone number, or other personal data
- View the BRP Indicator and Time Reporter information

- Enter a promotion, demotion, temporary assignment and leave of absence
- Enter a merit increase and equity adjustment
- Understand changes that affect Time and Labor

Section 4 - Lesson Outline

1) Updating Personal Data
2) Viewing and Maintaining Employment Information
3) Position and Job Data Changes
4) Changes that Affect Time & Labor

Updating Personal Data

- Searching for an Employee by National ID
- Changing an Employee's Name and Marital Status
- Changing an Address or Phone Number
- Updating the Information Release Indicator

Section 4, Lesson 1 Exercises

Exercises:

The following exercises provide step-by-step instructions on how to perform the following tasks in CAPPS:

Modify a Person

Scenario 1: Searching for an Employee by National ID

Scenario 2: Changing an Employee's Name and Marital Status

Scenario 3: Changing an Address or Phone Number

Scenario 4: Updating the Information Release Indicator

View Section 4, Lesson 1 exercise scenarios (opens a new web browser).

After completing the exercises, close the browser tab and return to the course.

Section 4, Lesson 2

Viewing and Maintaining Employment Information

- Viewing the BRP Indicator and Time Reporter Data
- Viewing Compensation History and Total Compensation

Section 4, Lesson 2 Exercises

Exercise:

The following exercise provides step-by-step instructions on how to perform the following task in CAPPS:

Viewing and Maintaining Employee Information

Scenario 1: Viewing the BRP Indicator and Time Reporter Information

Scenario 2: Viewing Compensation History and Total Compensation

View Section 4, Lesson 2 exercise scenarios (opens a new web browser).

After completing the exercises, close the browser tab and return to the course.

Section 4, Lesson 3

Position and Job Data Changes

- Promotions
- Demotions
- Reclassifications
- Temporary Assignments
- Leave of Absence
- Merit Increases
- Equity Adjustments

Position and Job Data Changes

Position Data changes can be divided into two types:

Changes that automatically write to Job Data and changes that require Manual update in both Position and Job Data.

Changes that automatically flow through might include changes to Reports-To, Department, or Location.

Changes requiring manual intervention might include Promotions, Demotions, or reclassifications. These types of changes do not automatically update Job Data. When these changes are made, Position Management should coordinate with HR, and an HR Super User with the Position Override role should enter the changes in Job Data. The Effective Date of the row entered by HR must match the effective date of the row entered by Position Management.

Position Override

If HR is required to change Position Data, for example to meet a payroll deadline, HR should coordinate with Position Management to make sure the Position Data stays in sync with Job Data.

A system-generated notification will be sent to Position Management informing them that the change has been made in HR. Position Management also has a report to manage out-of-sync conditions.

Effective-Dated Changes

It is crucial to understand the impact of effective-dated changes. When inserting retroactive actions, you may also need to update subsequent rows.

Example: A retroactive Merit Increase may affect the salary of any subsequent rows.

Warning: Backdating an employee’s termination could result in an overpayment in their paycheck, which must then be recovered.

Special Notes

- CAPPS edits allow for a retroactive transaction when the date is in the current calendar month or one calendar month in the past.
- If the retroactive change is valid past that timeframe, then a Letter of Authorization for Data Change must be submitted.

Section 4, Lesson 3 Exercises

Exercises:

The following exercises provide step-by-step instructions on how to perform the following tasks in CAPPS:

Position and Job Data Changes

Scenario 7: Promoting an Employee
Scenario 8: Demoting an Employee
Scenario 9: Temporary Assignments
Scenario 10: Entering a Leave of Absence
Scenario 11: Entering a Reclassification
Scenario 12: Syncing Job and Position Data
Scenario 13: Entering a Merit Increase
Scenario 14: Entering an Equity Adjustment

View Section 4, Lesson 3 exercise scenarios (opens a new web browser).

After completing the exercises, close the browser tab and return to the course.

Section 4, Lesson 4

Changes that Affect Time & Labor

- Predict and mitigate the effect of Job Data changes on Time & Labor

Be aware that Job Data changes made in HR may have an effect on the Time & Labor module as well.

Examples:

- An employee who has a Job Code change may change eligibility for Shift Differential and other special pays.

- A FLSA Non-Exempt employee who switches to FLSA Exempt status will bank Comp time at Hours x 1.0 rather than FLSA OT at Hours x 1.5.

Notifications

When certain HR-related activities take place in various CAPPS modules, the system will automatically generate a notification that will be sent to the person in the appropriate role.

Some of these activities include:

- Time and Labor Separation Change
- Payroll Separation Change
- Employee's Intent to Separate
- New Hire Bonus Termination

Some of these notices are for information only. Others, such as the New Hire Bonus Termination Notifications require action to be taken by the receiver.

Section 5 – HR Queries & Reports

Section 5 - Objectives

After completing this section, you will be able to:

- Run HR Queries and Reports

Section 5 - Lesson Outline

1) Running a Query
2) Running a Report

Section 5 Exercises

Exercise:

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The following exercise provides step-by-step instructions on how to perform the following task in CAPPS:

Scenario 1: Running a Query

Scenario 2: Running a Report

View Section 5, Lesson 1 and 2 exercise scenarios (opens a new web browser).

After completing the exercise, close the browser tab and return to the course.
Closing

Summary & Conclusion

Summary

Congratulations! You have completed this course.

You learned the following regarding CAPPS Human Resource:

- How to process hires/rehires/contingent workers
- How to change employee’s personal information
- How to process transfers, moves, and terminations
- How to process promotions, demotions, and temporary assignments
- How to process salary changes
- How to run a Queries and Reports

Conclusion

This completes the course