



CENTRALIZED ACCOUNTING & PAYROLL/PERSONNEL SYSTEM

CAPPS Desk Aid

Preparing and Submitting LOAs

Note: This Desk Aid was written to the specifications of CAPPS Central agency modules and may not reflect the unique process variations implemented by individual or non-Central agencies.

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Preparing and Submitting LOAs

Overview

This desk aid outlines the process and requirements for preparing a Letter of Authorization (LOA) for various data change types and submitting them to the CAPPS Service Desk team via the CAPPS Service Desk (CSD) ticketing system for processing.

An LOA is a written request from an authorized agency representative that permits the CAPPS Support team to make data corrections or entries in the statewide payroll and personnel system on the agency's behalf.

- Agencies submit LOAs to request:
 - The CAPPS Support team to complete system-restricted transactions they are unable to process.
 - 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 most current LOA form.
- Only authorized agency representatives can sign an LOA form.

All requests are processed according to the actions entered on the form. The transactions processed in CAPPS on an agency's behalf are subject to audit. The signed LOA form is the source document authorizing the CAPPS Support team to process or correct the transaction on the agency's behalf.

Examples of LOA requests include the following:

- **HR Data Changes**
 - Creating a new concurrent job record for an existing employee.
 - Entering a new hire who is dually employed at another agency.
 - Entering salary-impacting or other transactions on Manage Job beyond the agency's CAPPS entry window.
 - Correcting existing salary-impacting or other transactions that are beyond the agency's correction window.
- **Time and Labor Data Changes**
 - Updating Time Reporter Data status
 - Updating Effective Date (Hire Date) for Time Reporter Data, Assigned Schedule, and Comp Plan Enrollment
 - Updating Workgroups
- **Payroll Data Changes**
 - Performing Balance Adjustments
 - Performing Lump Sum Indicator Overrides

Preparing LOA Forms

When preparing an LOA form, you should download a new *Letter of Authorization for Data Changes (Form 73-313)* from FMX's [Forms](#) page to ensure you have the most recent version.

Completing the LOA Form

The LOA form is divided into several sections, each with its own purpose and required information. Always complete all sections of the LOA form and verify that the data on it is accurate before submitting it.

Section I

Section I of the LOA form identifies the agency staff member who is requesting the change.

SECTION I		
Agency name	Agency number	
Agency contact	ACID or CAPPS User ID	Phone number

Section II

Section II of the LOA form identifies which systems need updates. This form is used to record data changes across various comptrollers' systems. Ensure that you select the appropriate system(s).

SECTION II			
Identify system (check one or all that apply)			
<input type="checkbox"/> CAPPS HR/Payroll	<input type="checkbox"/> HRIS	<input type="checkbox"/> SPRS	<input type="checkbox"/> USPS

Section III

Section III of the LOA form provides information about the employee and the requested action(s).

1. Enter the employee's name **as it appears in CAPPS**.
2. Enter the full EMPLOYEE SOCIAL SECURITY NUMBER (optional).
3. Enter the current POSITION NUMBER.
4. Enter the CAPPS EMPLOYEE ID (or "7" number).
5. Provide the name of the screen in CAPPS that needs the update under SCREEN NAME and enter the specific field name under FIELD TO CHANGE.
6. The CURRENT VALUE is the value currently reflected in CAPPS

Note: If the LOA request is for a new transaction that may not have a CURRENT VALUE, enter **NA** in the CURRENT VALUE field.
7. The DESIRED VALUE is what the page/field should be updated to.
8. The data required to process or correct the CAPPS transaction must be on the LOA form.
 - **Do not post** additional information only to the Support Request (SR) ticket in the CSD ticketing system.
 - It's important to indicate (as applicable) the day, month, year and dollar amount for each field that needs correction.
 - If more than four pages/fields need to be updated, you may indicate the additional fields in Section IV or submit an additional form to include the additional pages/fields.

SECTION III			
Identify and describe changes using actual effective date and reason code/transaction			
Employee name			
Employee Social Security number	Position number	Employee ID (CAPPS only)	
Screen name (if applicable)			
Field to change	Field to change	Field to change	Field to change
Current value	Current value	Current value	Current value
Desired value	Desired value	Desired value	Desired value

Section IV

Section IV of the LOA form requires a descriptive entry that explains the REASON FOR REQUEST.

SECTION IV		
Reason for request		
PRIORITY LEVEL:	Will this change affect payroll processing?.....	<input type="checkbox"/> YES <input type="checkbox"/> NO
<input type="checkbox"/> URGENT PROCESSING (within two business days)	Has the employee been overpaid?.....	<input type="checkbox"/> YES <input type="checkbox"/> NO
<input type="checkbox"/> REGULAR PROCESSING (within three business days)	Are you collecting the overpayment?	<input type="checkbox"/> YES <input type="checkbox"/> NO

Section IV also requires a selection of the appropriate PRIORITY LEVEL for the request:

- **Urgent Processing** (within two business days)
An LOA is considered *urgent* when:
 - Due to a payroll-processing deadline, the change must be made immediately to prevent an incorrect payment.
 - The change is necessary to prevent the generation of an inaccurate report.
- **Regular Processing** (within three business days)

Lastly, Section IV also requires the following ADDITIONAL QUESTIONS to be completed accurately, based on the employee’s information and the relevant transaction or correction:

- Will this change affect payroll processing?
- Has the employee been overpaid?
- Are you collecting the overpayment?

Note: The agency’s responses to the overpayment questions are used for monitoring compliance with overpayment collection and debt reporting requirements.
Agencies can review the overpayments topic on FMX for additional details.

Signature Line

The AUTHORIZED SIGNATURE and DATE fields are for the agency’s representative authorized to sign an LOA request form.

- AUTHORIZED SIGNATURE must be a wet (original) signature.
- DATE must be the current date.

I am authorizing the Comptroller's office to make the necessary payroll/personnel changes described above. <i>NOTE: No changes will be made until this signed letter of authorization is returned.</i>	
Authorized signature	Date
sign here	

Section for CPA Use Only

The CPA Support team will complete this section — do not enter information in this section.

<i>For CPA use only</i>		
Received by	Date	Time
Approved by	Date	Time
Agency representative notified	Date	Time
Completed by	Date	Time
Completed by	Date	Time

Common LOA Requests

The LOA form **must** include a thorough description of the entry or correction required. Enter all fields fully and accurately.

If the employee's records in CAPPS need a new transaction or are incorrect, the LOA should specify:

- Which CAPPS records need entry/correction
- What specific transaction(s) the agency is requesting to make the record correct
- Why the entry/correction is needed

Note: If any field is not thoroughly and accurately filled out, the Support team will return the LOA form for correction before processing the request.

Use the following examples of scenarios that require a new transaction or correction as a guide for completing an LOA form.

Salary Correction Example Scenario

John Doe's salary was incorrectly entered on a promotion transaction entered on Dec. 1. The transaction was entered with a compensation rate of \$8,000.00 when it was intended to be \$8,200.00.

Section III specifies that under the **Salary and Compensation** screen, the **CURRENT VALUE** is \$8,000.00 and the **DESIRED VALUE** is \$8,200.00.

SECTION III			
Identify and describe changes using actual effective date and reason code/transaction			
Employee name			
John Doe			
Employee Social Security number	Position number	Employee ID (CAPPS only)	
9 9 9 - 9 9 - 9 9 9 9	0 0 0 0 0 1 2 3	7 0 0 0 0 0 0 0 0 0 0	
Screen name (if applicable)			
Salary and Compensation			
Field to change	Field to change	Field to change	Field to change
Compensation Rate			
Current value	Current value	Current value	Current value
\$8000.00			
Desired value	Desired value	Desired value	Desired value
\$8200.00			

Section IV (the **REASON FOR REQUEST**) explains that the monthly compensation rate was entered incorrectly and that the rate needs to be changed to the correct value for a specified promotion row.

SECTION IV
Reason for request
Monthly compensation rate was entered incorrectly in compensation rate field on 12/1/2025 020 Promotion row. Please correct the compensation rate in compensation rate field to \$8200.00

Dual Hire Example Scenario

Agency 002 needs to hire an employee for dual employment. This action is a system-restricted transaction that the CAPPS Support team enters on behalf of agencies.

Section III specifies the fields to update under the *Custom Hire* screen. This information is necessary to ensure all values are clearly identified. The **CURRENT VALUE** can be left blank (or enter **N/A**). The **DESIRED VALUE** reflects the information for the employee regarding the hire under Agency A.

SECTION III			
Identify and describe changes using actual effective date and reason code/transaction			
Employee name			
John Doe			
Employee Social Security number	Position number	Employee ID (CAPPS only)	
9 9 9 - 9 9 - 9 9 9 9	0 0 0 0 0 1 2 3	7 0 0 0 0 0 0 0 0 0 0	
Screen name (if applicable)			
Custom Hire			
Field to change	Field to change	Field to change	Field to change
Effective Date	Reason Code	Position Number	Location Code
Current value	Current value	Current value	Current value
Desired value	Desired value	Desired value	Desired value
02/01/2026	010	00000123	227

Section IV (**REASON FOR REQUEST**) explains that the employee is dually employed with another agency and that the hire needs to be entered in CAPPS. It includes all of the employee's pertinent hire information:

- Division
- Job code/title
- Salary
- Grade
- Identifies which agency is the *primary agency*

SECTION IV
Reason for request
John Doe is currently dually employed with agency 123 and is a new hire that needs to be keyed in CAPPS. Please enter this new hire with the following information: John Doe, Division Accounting, position number 00000123, job title/code Accountant II 1014, Step/grade B16, Salary \$5,000.00, Hours 40, location/code 227, Reports to 00000456, supervisor level: Non-manager. Please set agency 002 as the primary agency.

New Hire Date Correction in Time & Labor Example Scenario

Agency C hired an employee, but three days later realized that the hire date was incorrect. Agency C was able to correct the hire date in Job, but is unable to change the effective date for the employee’s Time Reporter Data, Schedule, or Comp Plan Enrollment in Time & Labor.

Section III specifies that the effective hire date must be updated on the *Assign Work Schedule, Maintain Time Reporter Data and Comp Plan Enrollment* screens. The correct hire date is listed for the desired value, but none is listed for the current value.

SECTION III			
Identify and describe changes using actual effective date and reason code/transaction			
Employee name John Doe			
Employee Social Security number 9 9 9 9 9 9 9 9 9 9	Position number 0 0 0 0 0 1 2 3	Employee ID (CAPPS only) 7 0 0 0 0 0 0 0 0 0	
Screen name (if applicable) Assign Work Schedule, Maintain Time Reporter Data, Comp Plan Enrollment			
Field to change Effective Date	Field to change	Field to change	Field to change
Current value	Current value	Current value	Current value
Desired value 02/01/2026	Desired value	Desired value	Desired value

Section IV (REASON FOR REQUEST) explains that the employee was initially hired with an incorrect hire date, and that the hire’s effective date needs to be updated to the correct date for each affected screen.

SECTION IV
Reason for request
The employee was initially hired with an effective date of 3/2/26. After further clarification our agency corrected the hire date to 3/1/26. The hire date needs to be corrected on their schedule, time reporter data and the comp plan enrollment in Time & Labor.

Complex LOA Requests

Some LOA requests can be complex due to the nature of the correction and the number of fields that must be updated. Below is an example of a complex LOA for reference.

FICA Status Update Example Scenario

Under the Federal Insurance Contributions Act (FICA), employers and employees each pay 7.65%, for a combined payroll tax rate of 15.3%. These funds support Social Security (6.2%) and Medicare (1.45%). Certain nonresident alien individuals (such as students, scholars, and teachers on F-1, J-1, M-1, or Q-1 visas) are exempt from FICA in specific circumstances.

Agency G has an employee with F1 work authorization who is exempt from FICA taxes effective Oct. 1. Since the effective date is more than 30 days ago, the agency is unable to perform the update itself.

This scenario is an example of a case where multiple fields need to be updated, and more than one LOA form will be submitted to ensure all fields are noted. This change will be accomplished in two parts, using three LOA forms.

Part 1

The employee’s FICA status needs to be updated in **Job Data**. This change will be the first LOA form submitted.

Section III specifies the field values to update on the *Job Details* screen. The current FIELD TO CHANGE is **FICA status** with a CURRENT VALUE of **Subject** and the DESIRED VALUE of **Exempt**.

SECTION III			
Identify and describe changes using actual effective date and reason code/transaction			
Employee name John Doe			
Employee Social Security number 9 9 9 9 9 9 9 9 9 9	Position number 0 0 0 0 0 1 2 3	Employee ID (CAPPS only) 7 0 0 0 0 0 0 0 0 0	
Screen name (if applicable) Job Details,			
Field to change FICA Status	Field to change	Field to change	Field to change
Current value Subject	Current value	Current value	Current value
Desired value Exempt	Desired value	Desired value	Desired value

Section IV (REASON FOR REQUEST) explains that the employee is exempt from FICA tax deductions beginning on the hire date, since they are authorized to work under F-1 status, and further details that tax balances need to be updated to reflect that status.

SECTION IV
Reason for request
The employee, authorized to work under F-1 status, is exempt from FICA tax deductions beginning on the hire date of October 1, 2025. Tax balances will need to be updated to reflect this exemption as indicated on the LOA forms.

Part 2

When processing returns for employees who should be designated as exempt from FICA, the TAX GROSS and NO LIMIT TAX fields must also be corrected to ensure agency 941s and Tax900 reporting is accurate.

The data required to request this type of correction is submitted on a second LOA form.

Section III (in this scenario) specifies the fields in the *Balance Review – Taxes March 2026* screen that need updates:

- Taxable Gross FICA EE
- Taxable Gross FICA ER
- No Limit Gross FICA EE
- No Limit Gross FICA ER

SECTION III			
Identify and describe changes using actual effective date and reason code/transaction			
Employee name John Doe			
Employee Social Security number 9 9 9 9 9 9 9 9 9 9	Position number 0 0 0 0 0 1 2 3	Employee ID (CAPPS only) 7 0 0 0 0 0 0 0 0 0 0	
Screen name (if applicable) Balance Review - Taxes March 2026			
Field to change Tax. Gross FICA EE	Field to change Tax. Gross FICA ER	Field to change NoLimitGross FICA EE	Field to change NoLimitGross FICA ER
Current value 2,000.00	Current value 2,000.00	Current value 2,000.00	Current value 2,000.0
Desired value 1,000.00	Desired value 1,000.00	Desired value 1,000.00	Desired value 1,000.00

The CURRENT VALUE and DESIRED VALUE fields are completed for each tax field indicated.

Section IV (REASON FOR REQUEST) explains that the employee is authorized to work under F-1 status and that tax deductions need updates (as indicated), reiterating the same reasons and details as in the first LOA in Part 1.

SECTION IV
Reason for request
The employee, authorized to work under F-1 status, is exempt from FICA tax deductions beginning on the hire date of October 1, 2025. Tax balances will need to be updated to reflect this exemption as indicated on the LOA forms.

An additional (third) LOA form can be submitted if more fields need to be updated regarding current and desired values. In this example, the third LOA is used for this reason.

Section III in the third form specifies the additional fields to update under the *Balance Review – Taxes March 2026* screen:

- Taxable Gross OASDI EE
- Taxable Gross OASDI ER
- No Limit Gross OASDI EE
- No Limit Gross OASDI ER

SECTION III			
Identify and describe changes using actual effective date and reason code/transaction			
Employee name John Doe			
Employee Social Security number 9 9 9 9 9 9 9 9 9 9	Position number 0 0 0 0 0 1 2 3	Employee ID (CAPPS only) 7 0 0 0 0 0 0 0 0 0 0	
Screen name (if applicable) Balance Review - Taxes March 2026			
Field to change Tax. Gross OASDI EE	Field to change Tax. Gross OASDI ER	Field to change NoLimitGrossOASDI EE	Field to change NoLimitGross OASDI ER
Current value 3,000.00	Current value 3,000.00	Current value 3,000.00	Current value 3,000.0
Desired value 2,000.00	Desired value 2,000.00	Desired value 2,000.00	Desired value 2,000.00

As in the previous forms, complete the CURRENT VALUE and DESIRED VALUE fields for each tax field indicated.

Section IV (REASON FOR REQUEST) the reason and nature of the change and includes any additional information that was not included under Section III.

SECTION IV
Reason for request
The employee, authorized to work under F-1 status, is exempt from FICA tax deductions beginning on the hire date of October 1, 2025. Tax balances will need to be updated to reflect this exemption as indicated on the LOA forms.

Submitting LOA Tickets in CSD

LOA requests have their own catalog item in the CSD ticketing system. This catalog item is available only to agency Level 1 support staff.

It is recommended to have the LOA form in hand to assist in submitting the CSD ticket.

Creating the LOA Service Request (SR) ticket in the CSD system

1. Select the **Submit a Letter of Authorization (LOA)** catalog item.



2. Enter the requester's name (the Level 1 support staff submitting the CSD SR).

3. Select the appropriate option from the **SYSTEM(S)** drop-down menu.

4. Select the **PRIORITY LEVEL** from the drop-down menu.

5. Answer all additional questions:

- Will this change affect payroll processing?
- Has the employee been overpaid?
- Are you collecting the overpayment?

6. Answer the following questions that are not on the LOA form but that describe the nature of the request.
 - Will this change affect the employee’s classification, FLSA status and salary?
 - Will this change require an SSN update?

7. Enter the SR TITLE information.
This information should be a high-level, short description of the request.

8. Enter a DESCRIPTION of the reason for the request, providing sufficient detail that explains the situation that led to the request, the actions needed and any other information pertinent to the request.
This section aligns with the LOA form, Section IV.

9. Attach supporting documentation.

10. Select **Request** to submit the information and create the SR.

Once the SR ticket is created, the HR/Payroll Support team screens it to ensure that all required information is included and the LOA form is attached and completed in full. The LOA ticket then routes to the appropriate analyst, based on the nature of the requested data change.

Best Practices for Submitting LOA Tickets

Follow these general guidelines for preparing and submitting the forms to ensure the LOA request is processed quickly and without delay.

- Complete the LOA form and verify that all data on it is accurate before submitting it.
- Do not mask the EMPLOYEE SOCIAL SECURITY NUMBER (SSN) or provide only the last four digits. The full SSN is required to ensure the change is processed on the correct person’s record.
- Provide the position number (desired or current, if applicable) on the form.

- Specify the fields that should be changed (as applicable) under SCREEN NAME :
 - FIELD TO CHANGE
 - CURRENT VALUE
 - DESIRED VALUE

Note: If there is nothing to change because it is a new transaction, you can enter **N/A** in the CURRENT VALUE field and enter the new data in the DESIRED VALUE fields (such as EFFECTIVE DATE, SPECIFIC REASON CODE, MONTHLY SALARY RATE and POSITION NUMBER).

For *Dual Hires*, enter the SSN, DATE OF HIRE, MONTHLY SALARY RATE, POSITION NUMBER, JOB CODE and CLASSIFICATION TITLE.

- Identify the specific transaction(s) needed, including the applicable action/reason code, day, month, year and the order (sequence number) in which the transactions should be processed if multiple transactions are necessary for each effective date.
- Ensure the employee’s position data is corrected or updated (where applicable) in Manage Position before submitting the LOA request.
- Attach all supporting documentation for the LOA to your CSD SR ticket, including your completed LOA form. Many transactions (particularly those affecting pay) require the payroll policy staff to perform a preliminary review of the request to ensure the transaction is permissible before the LOA can be approved and processed.
- For SSN corrections, clearly differentiate between the correct SSN and the bad SSN. Do not alter the records until consulting with the CAPPS Support team. Each SSN correction is different and may require specific guidance.

LOA Authorized Signatures

The agency head or its governing body determines which agency employees are authorized to sign the LOA to approve the change request. Authorized personnel must be recertified biannually. For more information regarding the complete authorized signatures process, see [Authorization and Request Process for Data Changes to Statewide Payroll/Personnel Systems \(FPP M.009\)](#).

Note: If your agency needs to update its authorized signature list, submit an informational ticket providing the updated list.

Revision History

Date	Description of Change	Changed By
May 1, 2026	Initial release.	E. Alvarado