



CENTRALIZED ACCOUNTING & PAYROLL/PERSONNEL SYSTEM

CAPPS Desk Aid

## Processing Job Offers

**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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# Processing Job Offers

## Overview

The CAPPS Recruit job offer process guides users through creating, approving and managing an offer for a selected applicant. This process ensures that all offer details are accurate and approved, whether the offer is extended verbally or directly to the applicant through the online Careers site.

This desk aid walks through each stage of the job offer lifecycle:

- Creating the job offer
- Submitting it for approval
- Generating the offer letter
- Posting the online offer for the applicant

This desk aid also covers how:

- Applicants accept online offers
- To record an acceptance on their behalf (when needed)
- To make edits or corrections to an already-created offer

## Prerequisites

Prerequisites to initiate a job offer:

- Job opening must be in *Open* status.
- Job opening must have available vacancies.
- Designated position number must be vacant by the selected applicant's start date (i.e., effective date).
- Application's disposition will (typically) be *060 Interview* when beginning an offer.

## Job Offer Statuses

In CAPPS Recruit, job offers have their own status, separate from the application's disposition. Different users have input into the statuses throughout the process. Each agency's business process dictates who is responsible.

1. Someone creates the job offer (generally a recruiter or a manager).
2. Someone approves the offer (the approval process routes to the recruiter first and that person can add additional approvers and/or reviewers).
3. Someone (generally a recruiter or manager) extends the offer.
4. The applicant accepts the offer online or someone (generally a recruiter or manager) can indicate their acceptance on their behalf.

**Note:** The system manages the status updates based on the actions you perform.

### Statuses

- **Draft** — the offer has been saved but not yet submitted.
- **Pending Approval** — the offer was submitted for approval and is still in process.
- **Denied** — the offer approval was denied.
- **Extend** — the offer is open and awaiting the applicant's reply (when the offer goes into this status, the application's disposition changes to *070 Offer*).
- **Accept** — the applicant accepted the offer (when the offer reaches this status, the application's disposition changes to *071: Offer Accepted*).
- **Acceptance Withdrawn** — if the offer reaches this status, the application's disposition reverts to *070 Offer*.
- **Hold** — the offer is on hold.
- **Offer Rejected** — the applicant rejected the offer (when the offer goes into this status, the application's disposition changes to *110 Reject*).
- **Offer Withdrawn** — the offer was withdrawn (when the offer goes into this status, the application's disposition changes to *120 Withdrawn*).

## Navigating to CAPPS Recruit

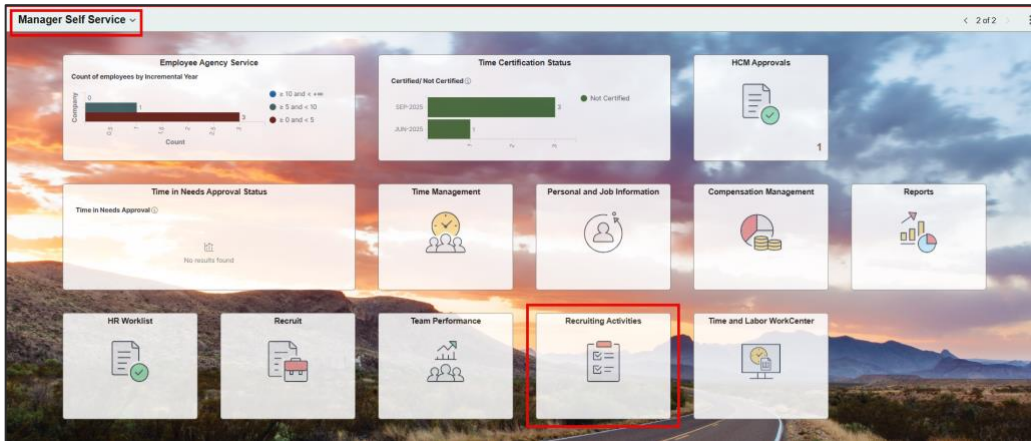
In CAPPS, a Recruiting dashboard is available to users with CAPPS Recruit access (except for users with only manager access).

### Hiring Managers – Manager Self-Service Dashboard

#### Navigation

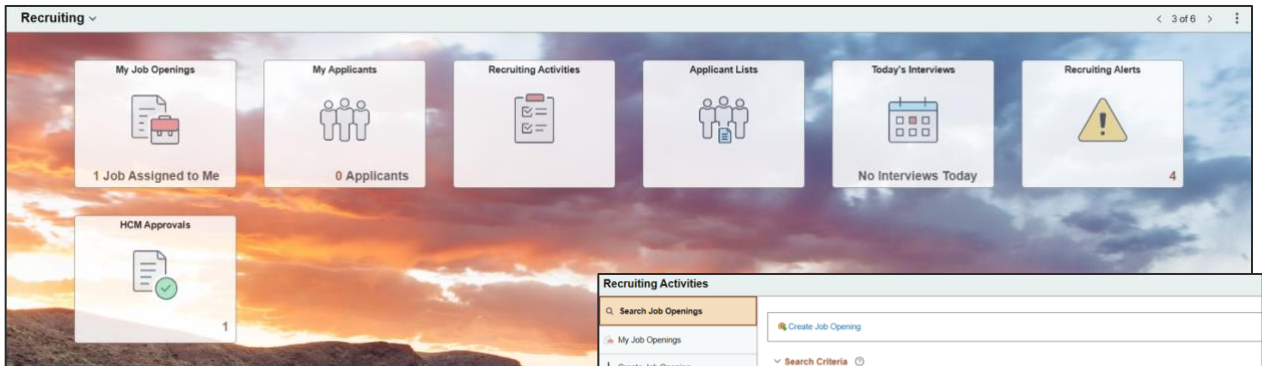
**Dashboard:** Manager Self Service; **Tile:** Recruiting Activities

For the Hiring Manager (TX\_SS\_MANAGER\_RS) and Hiring Manager Limited (TX\_SS\_MANAGER\_RS\_LTD) users, they can access CAPPS Recruit through the *Manager Self Service* dashboard and the *Recruiting Activities* tile.

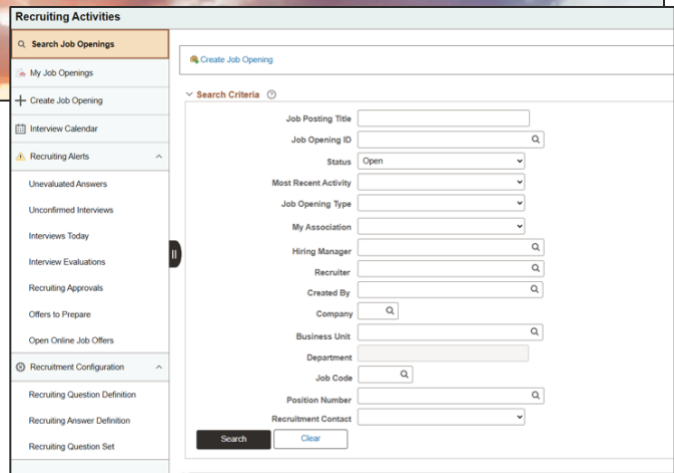


Select the *Recruiting Activities* tile from the dashboard. The manager’s CAPPS Recruit pages are listed on the left side of the screen. Users navigate through various pages to perform different actions. The sample below is from the Hiring Manager’s view. The Hiring Manager Limited role has less access.

### Other CAPPS Recruit Users – Recruiting Dashboard



For all other CAPPS Recruit security roles, users may access CAPPS Recruit through the Recruiting dashboard. The tile used may vary depending on the required actions. The *Recruiting Activities* tile includes pages for additional options.



## Create Job Offer

This section provides guidance for creating job offers. The user creates job offers using the *Prepare Job Offer* action and the *Prepare Job Offer* page.

### Security for Prepare Job Offer Action

Refer to your agency’s business process to determine who is expected to perform the *Prepare Job Offer* action in CAPPS Recruit. Users with the following roles have security permissions to perform the *Prepare Job Offer* action:

- Recruiter Administrator (TX\_HCM\_RS\_RECRUITER\_ADMIN)
- Recruiter (TX\_HCM\_RS\_RECRUITER)
- Recruiting Coordinator (TX\_HCM\_RS\_RECRUIT\_COORDINATOR)
- Hiring Manager (TX\_SS\_MANAGER\_RS)

### Prepare Job Offer Action Availability

The *Prepare Job Offer* action is available in CAPPS Recruit at different times, depending on your security settings.

- For users with the **Recruiting Coordinator** or **Hiring Manager** role, the *Prepare Job Offer* action is available when the application’s disposition is *060 Interview*.
- For users with the **Recruiter Administrator** or **Recruiter** role, the *Prepare Job Offer* action is available throughout all application dispositions from *010 Applied* through *080 Ready to Hire*.

The appropriate time for a user to select the *Prepare Job Offer* action is while the application is in *060 Interview* status, after the applicant completes their interview and once a decision is made to move forward with hiring the applicant.

**Note:** The extended access for the Prepare Job Offer action is provided to Recruiter Administrators and Recruiters to provide flexibility and to allow for agency support. Users should follow the standard timing in most cases.

### Navigation to Prepare Job Offer Action

The *Prepare Job Offer* action is available in three places for **Recruiting Coordinators** and **Hiring Managers**, and in four places for **Recruiter Administrators** and **Recruiters**.

For all users with access, the *Prepare Job Offer* action is available on:

#### Navigation

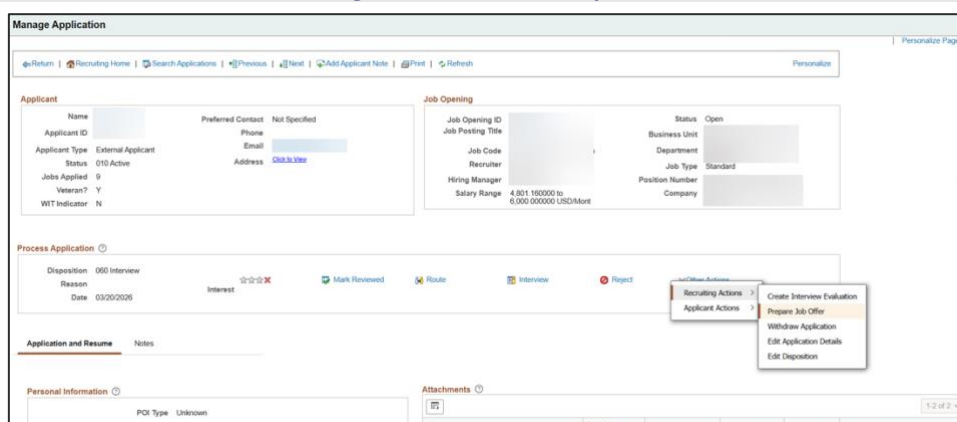
- Manage Job Opening** page: **Other Actions** menu; **Recruiting Actions** menu; **Prepare Job Offer** action
- Manage Application** page: **Other Actions** menu; **Recruiting Actions** menu; **Prepare Job Offer** action
- Manage Applicant** page: **Other Actions** menu; **Recruiting Actions** menu; **Prepare Job Offer** action

For Recruiter **Administrators** and **Recruiters**, the *Prepare Job Offer* action is also available on:

#### Navigation

- Search Applications** page: **Other Actions** menu; **Recruiting Actions** menu; **Prepare Job Offer** action

For example, on the *Manage Application* page for an applicant with an application disposition of *060 Interview*, expand the *Other Actions* menu, followed by the *Recruiting Actions* menu and select the *Prepare Job Offer* action.



**Selecting the Prepare Job Offer Action**

1. Select the *Prepare Job Offer* action to open the *Prepare Job Offer* page (following one of the navigation options detailed in the prior section).
2. Provide details on the *Prepare Job Offer* page, such as the position number and salary for the selected applicant. These will become critical pieces of information later in the hiring process.

The image below depicts the *Prepare Job Offer* page when the *Prepare Job Offer* action is initially selected. Some data defaults from the job opening, some information may need updating and other fields need to be completed.

3. The user may select **Save as Draft** or **Submit for Approval** once the *Prepare Job Offer* page is completed.

**Note:**  
 The **Save as Draft** option saves the offer in *005 Draft* status — you can return later to edit it prior to submitting the job offer.  
 The **Submit for Approval** option initiates the approval process by sending the offer to the recruiter for approval.

## Prepare Job Offer Fields

This section details all fields and interactive elements on the *Prepare Job Offer* page.

The screenshot shows the 'Prepare Job Offer' page with the following sections:

- Header:** 'Return | Recruiting Home' and 'Personalize' button.
- Posting Information:**
  - Posting Title: [Redacted]
  - Job Opening Status: 010 Open
  - Job Title: [Redacted]
  - Applicant Name: [Redacted]
  - Job Opening ID: [Redacted]
  - Business Unit: [Redacted]
  - Position Number: [Redacted]
  - Applicant ID: [Redacted]
- Offer Details:**
  - Job Opening: [Redacted]
  - \*Position Number: [Redacted]
  - Job Code: [Redacted]
  - \*Future Job Code: [Redacted]
  - \*Future Salary Administration Plan: B
  - \*Future Salary Grade: 30
  - Future Salary Step: [Redacted]
  - Hiring Manager: [Redacted]
  - \*Recruiter: [Redacted]
  - Status: 006 Pending Approval
  - Reason: [Redacted]
  - Created By: [Redacted]
  - Business Unit: [Redacted]
  - \*Offer Date: 04/05/2026
  - \*Start Date: 05/01/2026
  - \*Offer Expiration Date: 04/12/2026
  - Applicant Type: External Applicant
  - Preferred Contact: Email
  - Buttons: Save as Draft, Submit for Approval, Post, Unpost, Add Revised Offer, Delete Offer, Edit Offer.
- Job Offer Components:**

Component	Offer Amount	Payment Mode	Currency	Frequency	Pay Group
Base Salary	9337.250000	Cash	USD	Monthly	MON
- Offer Letter:**
  - Letter: Offer Letter OF1
  - Date Printed: [Redacted]
  - Buttons: Generate Letter, Upload Letter, Email Applicant.
- Comments:**
  - Text area for comments.
  - Buttons: Add Another Comment.
- Offer Attachments:**
  - No attachments have been added to this offer.
  - Buttons: Add Applicant Attachment, Add Organizational Attachment.
- Footer:** 'Return | Recruiting Home' and 'Top of Page' link.

### Offer Details

- **POSTING TITLE** — displays the title of the job opening.
- **JOB OPENING ID** — displays the ID number specific to this job opening. If the opening was created without a job opening context, select a **JOB OPENING ID**.
- **POSITION NUMBER** — displays the primary position number on the job opening. If correct, do not change. If the applicant will be filling a different position number from the job opening, select the correct **POSITION NUMBER**.
- **JOB CODE** — displays the current job code for the position number.
- **FUTURE JOB CODE** — displays the current job code for the position number. If the position will be reclassified, select the correct job code.
- **FUTURE SALARY ADMINISTRATION PLAN** — displays the current salary administration plan for the position number. If the position will be reclassified, select the correct salary administration plan.
- **FUTURE SALARY GRADE** — displays the current salary grade for the position number. If the position will be reclassified, select the correct salary grade.
- **FUTURE SALARY STEP** (*only applies to positions in Salary Administration Plan C*) — displays the current salary step for the position number. If needed, select the correct salary step.

- **HIRING MANAGER** — displays the primary hiring manager from the job opening. If needed, select a different **HIRING MANAGER**.
- **RECRUITER** — lists the primary recruiter for the job opening. If needed, select a different recruiter.
- **STATUS** — displays the current offer status (defaults to *006 Pending Approval* while being drafted and during the approval process). If saved as a draft without being submitted for approval, the status is *005 Draft*. See the [Job Offer Statuses](#) section for a full list of possible offer statuses.
- **REASON** — only statuses relating to withdrawing or rejecting an offer have **REASONS** available for selection. Most offer statuses do not have reasons associated with them.
- **CREATED BY** — displays the name of the person who created the job offer.
- **BUSINESS UNIT** — displays the business unit that is associated with the job opening. If the offer was created without a job opening context, select a **BUSINESS UNIT**.
- **OFFER DATE** — the date the offer is effective (defaults to today's date). If needed, select a different date.
- **START DATE** — enter the effective date for the employee's hire or competitive selection. This cannot be a date prior to the **OFFER DATE**.
- **OFFER EXPIRATION DATE** — displays a date seven (7) days from today (the number of days that an online job offer remains active). If you change the expiration date for a job that is already posted to Candidate Gateway, you do not need to unpost and repost the job opening to make the change effective.
- **APPLICANT TYPE** — displays *External Applicant* for CAPPS Recruit applicants. Other options are *Employee* and *Non-Employee* — however, CAPPS Recruit is not using these values. External applicants can access Candidate Gateway if they are registered.
- **REGISTERED ONLINE** — displays *Yes* if the applicant is a registered user of Candidate Gateway. If yes, job offers may be posted to Candidate Gateway. This field is only visible for *External Applicant* types.
- **PREFERRED CONTACT** — displays the applicant's preferred contact method. Refer to this field when notifying applicants of online job offers. The **PREFERRED CONTACT** method may be updated by the applicant in Candidate Gateway or by CAPPS Recruit users with access on the *Manage Applicant* page.
- **NOTIFY APPLICANT** — this checkbox indicates that the system will send an email notification when the job offer is posted. This checkbox **must** be selected before you post a job offer online (defaults to **Email** as the preferred contact method).
  - If this checkbox is selected for email, but the applicant's record does not include an email address, the system displays an error message when you attempt to post the offer.
  - If the preferred contact method is anything other than email, you must manually select a different preferred method before posting an online job offer.

**Note:** The setting for the **NOTIFY** checkbox is not saved. Each time you access this page, the checkbox setting is based on the applicant's preferred contact method.

- **PERSONAL DATA REQUIRED FOR PREBOARDING** — select the hyperlink (*only displays if the Notify Applicant checkbox is selected*) to open the *Preboarding Personal Data Override* modal and override the configuration for the *Personal Data* sections on the *Online Job Offer* page for the applicant.

## Preboarding Personal Data Override

The *Preboarding Personal Data Override* page has the following checkboxes selected (by default) when the *Personal Data Required for Preboarding* hyperlink is selected.

- ENABLE DRIVING LICENSE SECTION (this data is not required)
- ENABLE DATE OF BIRTH SECTION
- ENABLE NATIONAL ID SECTION

All three sections are configured to display to the applicant.

- ENABLE DRIVING LICENSE SECTION — select the checkbox and choose **YES** as the drop-down menu option for **REQUIRED** if this job posting requires a driving license. If your agency does not collect driving license data, you may deselect the checkbox. If your agency optionally collects the information, you may select the checkbox and choose **NO** as the drop-down menu option for **REQUIRED**.
- ENABLE DATE OF BIRTH SECTION — select to allow the display of the *Date Of Birth* section under the *Personal Data* section on the online *Job Offer* page. The *Date Of Birth* is required for hiring, so select this checkbox and mark the **REQUIRED** option as **Yes**.
- ENABLE NATIONAL ID SECTION — select to allow the display of the National ID section under the *Personal Data* section on the online *Job Offer* page. A National ID is required for hiring, so select this checkbox and mark the **REQUIRED** option as **Yes**.
- TEXT CATALOG HTML VIEW — open the drop-down menu to display the text catalog value for the instructional text.

**Note:**

**REQUIRED** — when a section is mandatory, the applicant must complete the fields in that section before submitting the personal data.

**INSTRUCTIONAL TEXT (do not change)** — displays the text catalog value for the selected instructional text.

- ENABLE DRIVING LICENSE SECTION displays HRAM\_FL\_ORF\_INS1
- ENABLE DATE OF BIRTH SECTION displays HRAM\_FL\_ORF\_INS2
- ENABLE NATIONAL ID SECTION displays HRAM\_FL\_ORF\_INS3

### Job Offer Components

- COMPONENT — select **BSY** (base salary) for the offer component.
- OFFER AMOUNT — displays the minimum salary for the job opening. Enter a full-time monthly salary amount, even if the employee is an hourly employee or is a part-time employee.
- PAYMENT MODE — displays *Cash* (the only payment mode available in all CAPPS Recruit offers).
- CURRENCY — displays *USD* (the only currency available in all CAPPS Recruit offers).
- FREQUENCY — displays *Monthly* (the only frequency rate available in all CAPPS Recruit).
- PAY GROUP — displays *MON* (default). Some agencies have other pay group options available.
- ADD OFFER COMPONENT (do not use) — CAPPS Recruit only lists the *BSY* component.

### Offer Letter

- LETTER — select a template to use for the applicant’s offer letter.
- DATE PRINTED (leave blank) — displays the date that you printed the offer letter. The system populates this field when you select **Generate Letter**. A new offer letter cannot be generated if there is a date in this field. However, manually clearing the date will reactivate the **Generate Letter** option.
- GENERATE LETTER — select this option to generate a letter from a selected template. The generated letter will open in a new browser window, where you can print it or save it locally. If you make changes, save the modified letter to your local computer so the revised version can be uploaded.

**Note:** This option is only available if **all** of the following conditions are met:

- The offer is in an editable state.
- The offer is in *open* status.
- A template is selected in the LETTER field.
- The DATE PRINTED field is empty.

- UPLOAD LETTER — select this option to upload a saved letter as an attachment. Most commonly, this option is used to upload a modified version of the original generated letter.
- EMAIL APPLICANT — select this option to open the *Send Correspondence* page. If you generated or uploaded an offer letter, the *Attachments* grid on the *Send Correspondence* page includes the offer letter. However, you can remove or replace it (if necessary).

**Note:** For more details about offer letters, see the [Generate Offer Letter](#) section in this desk aid or review the *CAPPS Recruit Correspondence* desk aid.

### Comments

Enter comments related to the job offer (optional). These comments do not display on any other page.

### Offer Attachments

Attachments can be added to the job offer after it was saved and is in edit mode.

**Note:** Most common attachments added in this area:

- A generated and/or uploaded offer letter.
- Additional attachments that you wish to share with the applicant.

Type	Description	Details	Action Required	
Attachment	Pre-Boarding Docs	Sample_Pre-Boarding_Docum...	<input checked="" type="checkbox"/>	<input type="button" value="⌵"/>
Attachment	Sample File	Sample_File.docx	<input checked="" type="checkbox"/>	<input type="button" value="⌵"/>

**Note:** If a job offer is posted in Candidate Gateway, the applicant sees all the attachments included here.

- TYPE — CAPPS Recruit displays *Attachment* for any attached document, a URL or a note.
- DESCRIPTION — displays *Offer Letter* by default. Enter the document’s identifying information.
- DETAILS — displays the attachment file name.

- **ACTION REQUIRED** — select this checkbox for any attachments uploaded to the offer that **require** the applicant to take action when accepting the online offer. In Candidate Gateway, an icon appears next to these documents, along with instructions to review those marked.
- **DELETE** (trash can) icon — select to delete an attachment. When an offer letter is deleted, a warning message displays recommending the user to manually modify the related applicant note.

**Note:** Deleting an offer letter attachment does not remove the applicant note that was automatically created when the letter was generated. The note continues to display the offer letter as a note attachment. However, the attachment cannot be opened from the note.

- **ADD APPLICANT ATTACHMENT** — select to display a **CHOOSE FILE** dialog box, where a local file can be selected to upload. This option is only active when the offer is in an editable state.
- **ADD ORGANIZATIONAL ATTACHMENT** — this option is not used by CAPPS Recruit.

### Offer Actions

Several options are available at various times to help manage an offer:

- **Save as Draft** — saves the job offer in *005 Draft* status. You must have at least one row in the *Job Offer Components* grid before you can save the job offer.
- **Submit for Approval** — select to:
  - Submit the job offer
  - Start the approval process
  - Set the status to the *006 Pending Approval* status.
- **Post** — select this hyperlink to access the *Post Online Job Offer* page, where you complete the process of posting the job offer in Candidate Gateway. If the applicant does not have an email address, the job offer cannot be posted. This hyperlink is active when the:
  - Job offer was submitted (but is not currently posted).
  - and–
  - Applicant is either an employee or a registered external user of Candidate Gateway.

**Note:** If the **Edit Offer** hyperlink is selected, the **Post** hyperlink becomes unavailable until the offer is resubmitted.

- **Unpost** (only active for posted job offers) — select to remove a posted job offer from Candidate Gateway.

**Note:** To make job offer revisions, the job offer must be unposted and then reposted. If the **Edit Offer** hyperlink was selected, the **Unpost** hyperlink is unavailable until the job offer is resubmitted.

- **Add Revised Offer** (only available when the offer status is *Rejected*) — select to add a new job offer, which creates a new row in the *Offer Details* scroll area.
- **Delete Offer** (not available for agency users)
- **Edit Offer** — select this hyperlink to make the fields on the job offer editable.

**Note:** The job offer is not editable when you:

- **Save** or **Submit** the offer.
- Initially access an existing offer.

Changes to a posted job offer (other than attachment-related changes) are not reflected in Candidate Gateway until you unpost the offer and repost it. However, attachment-related changes are immediately visible in Candidate Gateway. For example, if you edit an offer and generate a new offer letter, the new offer letter is immediately visible in Candidate Gateway. The original offer letter also remains visible unless you remove it from the job offer. To avoid deleting old job offer letters, unpost the job old offer, create a revised job offer and post it.

### Submit for Approval

Once you select the **Submit for Approval** option, the job offer approval process begins and a notification is sent to the recruiter(s) assigned to the job opening.

## Approve a Job Offer

Once submitted, job offers are routed to the assigned recruiter(s) listed on the job opening for approval. A recruiter may add additional approvers and/or reviewers. The offer status is *006 Pending Approval* during the approval process. Once approved, the job offer status changes to *010 Extend* and the application's disposition changes to *070 Offer*.

### Security for Job Offer Approvals

Refer to your agency's business process to determine who is expected to perform job offer approvals or reviews in CAPPS Recruit. Users with the following roles have security permission to perform job offer approvals:

- Recruiter Administrator (TX\_HCM\_RS\_RECRUITER\_ADMIN)
- Recruiter (TX\_HCM\_RS\_RECRUITER)
- Recruiting Coordinator (TX\_HCM\_RS\_RECRUIT\_COORDINATOR)
- Approver (TX\_HCM\_RS\_APPROVER)
- Hiring Manager (TX\_SS\_MANAGER\_RS)
- Hiring Manager Limited (TX\_SS\_MANAGER\_RS\_LTD)

### Navigation to Job Offer Approvals

Job offer approvals are available in multiple places. Typically, the first notification for an offer that needs approval is sent via email. The email includes a hyperlink to select for review and approval.

- On the *Recruiting* dashboard, the approver or reviewer can find pending approvals at:

#### Navigation

**Dashboard:** Recruiting; **Tile:** HCM Approvals; Job Offer

**Dashboard:** Recruiting; **Tile:** Recruiting Alerts; Recruiting Approvals

- On the *Manager Self Service* dashboard, the approver or reviewer can find pending approvals at:

#### Navigation

**Dashboard:** Manager Self Service; **Tile:** HCM Approvals; Job Offer

**Dashboard:** Manager Self Service; **Tile:** Recruiting Activities; Recruiting Alerts ; Recruiting Approvals

Using one of these navigation options, the *Pending Approvals* page opens, where the approver or reviewer can indicate their approval.

1. Selecting the **Pending Offer** on the *Pending Approvals* page.
2. Select the **Offer Details** tab.  
The *Prepare Job Offer* page displays.
3. Review the details of the offer.
4. Review and (if necessary) adjust the approval chain.
5. Select the **Approvals** tab and indicate your approval.

**Note:** the job offer is also available at:

#### Navigation

**NavBar:** Manager Application; **Tab:** Offer

The *Offer* tab summarizes information from the *Prepare Job Offer* page. To approve a job offer from this navigation, select **Edit Offer** and select the **Approvals** tab (as mentioned above).

## Understanding Job Offer Approvals

For a pending job offer approval, navigate to the job offer approval using any of the methods mentioned in the [Navigating to Job Offer Approvals](#) section.

### Pending Approvals Page

Once you are aware of an approval, to access your pending approvals, open the *Pending Approvals* page, where you will find the inventory of your pending approvals.

#### Example 1

If there are two pending approvals (one for a job opening and the other for a job offer), you can see both by accessing the *Recruiting Approvals* tile via the *Recruiting Alerts* option.

Select	Job Opening ID	Sender	Received	Subject
<input type="checkbox"/>	[Redacted]	[Redacted]	04/05/2026	Job Approval: [Redacted]
<input type="checkbox"/>	[Redacted]	[Redacted]	03/20/2026	Offer Approval: [Redacted]

You may approve or deny directly from this page; however, you should review the offer details first (such as the position number, the future job classification and related details, the organizational details, the salary amount, etc.) to ensure any areas you are responsible for are correct.

To review the offer details, select the hyperlink in the *Subject* column.

#### Example 2

Use the *Approvals* tile to view the two job offers' *Pending Approvals* page.

Job Offer	Requester	Applicant	Routed
Ac [Redacted]	[Redacted]	[Redacted]	03/20/2026
Ge [Redacted]	[Redacted]	[Redacted]	04/05/2026

From the *Pending Approvals* page, select the row that you want to review and approve. A summary of the job offer displays. You may decide to approve the job offer on this page or select **View Job Offer** to see additional details.

Component	Frequency	Offer Amount	Payment Mode
Base Salary	Monthly	9,337.25 USD	Cash

## Approver Actions

Approvers have these options:

### Approving the Job Offer

The system records the approval and notifies the next approver, if any. When the final approver approves the job offer, the system sets the job offer status to Extend.

### Denying the Job Offer

The system sets the job offer status to Denied, halts its progress, and notifies the requester.

### Pushing back the Job Offer

The system notifies the previous approver that the job offer was rescheduled and it requires their attention.

Pushing back a job offer removes the currently *Pending* step from the pending status and requeues in the previous step for its approvers. The purpose of pushing back is to question the prior step's approval and request clarification. Because pushing back only makes sense if there is a previous approver, the first approver cannot push back.

## Job Offer Changes in Pending Approval

Information on the job offer can be changed while it is *Pending Approval* status. However, changing the data before the final approval restarts the approval process — a notification is sent to the first approver, and the approval process begins again.

## Offer Details and Approvals

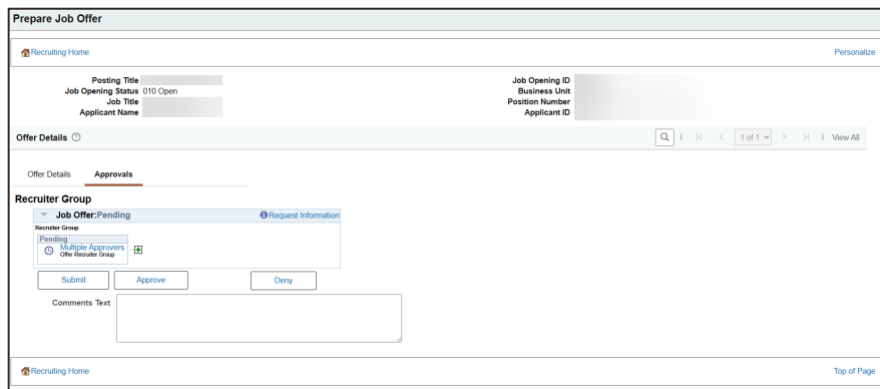
### Review Offer Details

Review the offer details on the *Offer Details* page (including the position number, planned reclassification information, salary, status, start date, etc.).

### Approvals

The *Approvals* tab is only visible after a job is submitted for approval. Select the *Approvals* tab to add approvers and/or reviewers and to approve, deny or push back (if the option exists).

On the *Prepare Job Offer* page, the *Approval Status* section displays a visual representation of the approval process. There is a box for each approver. The box's title shows the approver's status. In contrast, the box's contents include the approver's name, their role in the approval process (e.g., the recruiter), and the date (if any) the approver acted on the approval request.



Additional visual elements in the boxes include color-coding the approver boxes by approver status with status icons next to each approver's user ID.

## Insert Additional Approver or Reviewer Page

Add approvers or reviewers to the approval process using the *Insert additional approver or reviewer* page.

1. Select the **USER ID** of the person you want to add using the search (magnifying glass) icon.

**Note:** The recruiting users added to the approval workflow must be assigned a CAPPS Recruit security role and permission list.

2. Choose if they are to be added as an **Approver** or a **Reviewer**.

## Submit for Approval

Once the offer is fully approved:

- The offer status changes to *010 Extend*
- and–
- The application’s disposition changes to *070 Offer*.

## Generating the Offer Letter

Use the *Prepare Job Offer* page to:

- Generate, edit and upload offer-specific letters.
- Email applicants (with attachments).
- Post the offer letter online (optional) as part of the online job offer.

The *Prepare Job Offer* page provides the context required for the offer letter templates. It is optional to send offer-related correspondence from CAPPS Recruit.

**Note:** See the CAPPS Recruit *Sending Correspondence* desk aid for more details related to correspondence messages.

## Available Letter Templates

CAPPS Recruit’s *Prepare Job Offer* page offers the following templates:

### Offer Letter OF1

Notifies the applicant of an offer and the related details.

### Offer Letter OF2

Notifies the applicant of a revised offer and the related details.

### Conditional Offer Letter

Notifies applicant of a conditional offer.

## Prepare and Generate the Offer Letter Correspondence

To generate an offer letter using a template through CAPPS Recruit:

**Note:** You may print and send the letter through the postal (mail) service or email the letter.

1. Open the *Prepare Job Offer* page.
2. Complete the job offer details (including any job offer components).
3. Select a template to use in the LETTER drop-down menu (located in the *Offer Letter* section).

**Note:** Do not enter the DATE PRINTED field — the system populates this field when it is generated.

4. Submit the job offer for approval.
5. Return to the *Prepare Job Offer* page once the job offer is approved (in *O10 Extend status*).
6. Prepare preboarding selections (optional).
7. Select **Generate Letter** — a Rich Text Format (.rtf) file is created.

**Note:** The DATE PRINTED field populates with today's date.  
Generating the letter also creates an *Applicant Note*.

8. Download and save the letter (.rtf file) to your device.
9. Locate and open the letter (.rtf file) on your device.

**Note:** The .rtf file may be opened using a word processing application (such as Microsoft Word).

10. Edit the letter content (as necessary).
11. Save the file to your device.  
You may save it with a new file name if you choose to.
12. Navigate to the *Prepare Job Offer* page.
13. Select the **Upload Letter** (in the *Offer Letter* section) to open the *File Attachment* page.
14. Select **Choose File** to locate and select the file to be attached.
15. Select **Upload** to attach the file.  
The uploaded file replaces the original letter in the *Applicant Note* when emailing the applicant.  
—or—  
Print the letter and mail it to the applicant.  
—or—  
Email the letter from CAPPS Recruit as an attachment by selecting **Email Applicant** (on the *Prepare Job Offer* page in the *Offer Letter* section) to open the *Send Correspondence* page. Follow the instructions in the *Prepare and Send Ad Hoc Email Correspondence* section to attach the edited letter.
16. Navigate to the *Manage Applicant* section.
17. Open the *Notes* page and edit or delete inaccurate notes:
  - a. If are not mailing the letter you generated, delete the note.
  - b. If you generated a letter, made edits and mailed it, edit the note to replace the attachment with the edited version using the edit (pencil) icon.
  - c. If you generated a letter and emailed it through the system, delete the original note.

## Posting the Offer Online

To post the offer online (after the offer is approved):

1. Return to the *Prepare for Offer* page.
2. Select the *Personal Data Required for Preboarding* hyperlink to choose which data to collect from the applicant. See the [Preboarding Personal Data Override](#) section for more details.
3. Prepared the offer letter (including any necessary edits).  
See the [Prepare and Generate the Offer Letter Correspondence](#) section for more details.
4. Select the final version of the offer letter (listed in the *Attachment* section).
5. Post the offer online.

**Note:** The system sends the applicant an email notification containing a hyperlink to Candidate Gateway. Applicants can review posted offers (including attachments) and accept or reject the offers online.

Posting an offer online also creates an applicant contact note that is visible on the *Manage Applicant* page.

### Prerequisites for posting online:

- Applicant contact information **must** include an email address (if not, the job offer cannot be posted online).
- Applicant **must** be a registered user in Candidate Gateway in order to submit the job offer online.
- The applicant’s preferred method of contact (in Candidate Gateway) **must** be set to *email* in order to receive job offer notifications.

When posting a job offer online:

- Consider the offer’s expiration date (after which the online offer becomes read-only).
- Review relevant applicant information (such as if the applicant is a registered user of Candidate Gateway and the applicant’s preferred contact method).
- Use the *Post Online Job Offer* page (required if posing online) to view the:
  - Offer summary
  - Offer details
  - Components
  - Attachments

The *Attachments* section:

- Includes files that are available to the applicant (along with the offer).
- Includes any offer letter that is generated by adding it to the attachments grid.
- Allows the ability to manually add attachments (including local files and generic documents from your organization’s attachment library).
- Includes hyperlinks for posting and unposting offers to Candidate Gateway.

**Note:** When you modify a job offer, saving the changes does not update the online offer in Candidate Gateway. Instead, you must unpost the offer and then repost it.

**Post Online Job Offer**

Review and Submit posting for this online job offer if the information is correct. To make changes, select Cancel to return to the offer page and edit the offer.

**Offer Details**

Applicant Name	
Applicant ID	
Job Opening	
Position Number	
Job Code	
Offer Date	04/05/2026
Start Date	05/01/2026
Offer Expiration Date	04/12/2026
Status	010 Extend
Reason	

**Job Offer Components**

Component	Offer Amount	Payment Mode	Currency	Frequency
Base Salary	9337.250000	Cash	USD	Monthly

**Attachments**

Type	Description	Details	Action Required
Attachment	Sample File	<a href="#">Sample_File.docx</a>	<input checked="" type="checkbox"/>
Attachment	Preboarding Docs	<a href="#">Sample_Pre-Boarding_Documen...</a>	<input checked="" type="checkbox"/>
Attachment	Offer Letter	<a href="#">2026-04-05-18 02.0000001...</a>	<input type="checkbox"/>

## Accepting an Online Offer (Applicant)

If an online job offer is posted:

- Applicant receives an email and can respond to it on the CAPPS *Careers* page (in Candidate Gateway).
- Once the offer is accepted:
  - The offer status updates to *020 Accept*.
  - The application's disposition updates to *071 Offer Accepted*.
  - The dispositions for other applications for the job opening are updated to *100 Hold*.
- If the offer is rejected, the status updates to *110: Offer Rejected*.

To accept or decline an online job offer, the applicant will:

1. Receive a job offer email.
2. Select the URL in the email to navigate to the CAPPS *Careers* page.  
The *Explore Jobs* page displays.
3. Select **Sign In**.  
The *Sign In* page displays.
4. Enter the applicant's `USER NAME` and `PASSWORD`.
5. Select **Sign In**.  
The applicant is signed in to the *Explore Jobs* page (with the applicant's name displayed on the screen).
6. Select **Job Notifications**.  
The *My Job Notifications* page displays.
7. Select the new job offer row (in the *My Job Offers* section)  
The *Job Offer* page displays.
8. Review the *Job Offer*.
9. Navigate to the *Step 1: Review Offer* section (the offer letter is in this section).
10. Select each file name in the *Details* column to download and open the file.
11. Navigate to the *Step 2: Accept/Reject Offer* section.
12. Enter `COMMENTS` (optional).
13. Select the "*I acknowledge that I have reviewed and understand the job offer details for the position listed.*" checkbox.
14. Select **Accept**.
15. Select **OK** (in the warning message pop-up window) to confirm acceptance of the offer.
16. Navigate to the *Step 3: Return Documents* section.
17. Add required documents (if necessary) by selecting **Add Document**.
 

**Note:** Documents are required if signified by the *Action Required* icon in the *Step 1: Review Offer* section **—or—** if specifically requested by the agency.
18. Add a document by selecting **My Device**.
19. Locate and select the file to upload.
20. Select **Open**.
21. Select **Upload**.  
The *Upload Complete* message displays on the *File Attachments* page.

22. Select **Done**.  
The *Document Description* page displays.
23. Update the DESCRIPTION field (optional).
24. Select **Save**.
25. Repeat file uploads (as necessary).
26. Select the applicable **Select** checkbox(es).
27. Select **Send to Recruiter** to provide the selected files to the recruiter.  
The *Send to Recruiter* page opens.
28. Enter NOTES (optional).
29. Select **Send**.
30. Navigate to the *Step 4: Personal Data* section.
31. Review and provide the requested data.
32. Select **Add National ID** or **Edit National ID** hyperlink (if the *National ID* section is displayed)  
The *National ID Details* page displays.
33. Select **United States** in the COUNTRY drop-down menu.
34. Select **Social Security Number** in the NATIONAL ID TYPE drop-down menu.
35. Enter or review the applicant's Social Security number.
36. Select **Primary ID**.
37. Select **Done**.
38. Select **Add Driving License** or **Edit Driving License** if the *Driving License* section displays.  
The *Driving License Details* page displays.
39. Enter/select the DATE ISSUED.
40. Enter/select the DATE EXPIRES (optional).
41. Enter the driver's license number or ID in the LICENSE/CERTIFICATION NUMBER field.
42. Select **Done**.
43. Select **Add Date Of Birth** or **Edit Date Of Birth** if the *Date Of Birth* section displays.  
The *Date of Birth Details* page displays.
44. Enter/select the DATE OF BIRTH.
45. Enter BIRTH COUNTRY, BIRTH STATE and BIRTH LOCATION (optional).  

**Note:** This is not used for recruiting purposes — only the DATE OF BIRTH is required for the hire.
46. Select **Done**.
47. Select **Submit Personal Data**.
48. Select **OK** in the confirmation pop-up message.

## In the Applicant's View

The applicant can review the offer letter and other attached documents, accept or reject the offer and return the requested documents in:

- **Step 1: Review Offer**
- **Step 2: Accept/Reject Offer**
- **Step 3: Return Documents**

**Job Offer**

We'd like to hire you for the following position:

Job Title <input style="width: 80%;" type="text"/>	Offer ID <input style="width: 80%;" type="text"/>
Job ID <input style="width: 80%;" type="text"/>	Offer Date 03/18/2026
	Expiration Date 03/25/2026

Here's what you need to do:  
 1. Review the job offer.  
 2. Either accept or reject the offer.  
 3. Return any documents to your recruiter.  
 4. Provide additional information about yourself (optional).

▼ **Step 1: Review Offer**

Type	Details
Document	<a href="#">Offer Letter</a>

▼ **Step 2: Accept/Reject Offer**

Comments

I acknowledge that I have reviewed and understand the job offer details for the position listed.

▼ **Step 3: Return Documents**

You have not returned any documents

The applicant can provide the requested information for National ID, Driving License and Date Of Birth in:  
**Step 4: Personal Data.**

**Job Offer**

We'd like to hire you for the following position:

▼ **Step 4: Personal Data**

After accepting the job offer, please take a few moment to provide us with some additional information about yourself. The information will be used to complete the process of entering you into our HR systems. Thank you.

**National ID**  
 Provide your primary national identification details. This information is collected as part of the Organization's pre-boarding process. It is required to complete this section.

Edit National ID :

**Driving License**  
 Provide your Driving License details in the country the job is offered. This information is collected as part of the Organization's pre-boarding process.

**Date Of Birth**  
 Provide your Date of Birth and Place of Birth details. This information is collected as part of the Organization's pre-boarding process. It is required to complete this section.

Edit Date Of Birth :

## Recording Applicant's Decision

Instead of the applicant responding to an online offer, a CAPPS Recruit user may accept or reject the offer on the applicant's behalf.

- Once the offer is accepted:
  - The offer status updates to *020 Accept*.
  - The application's disposition updates to *071 Offer Accepted*.
  - The dispositions for other applications for the job opening are updated to *100 Hold*.
- If the offer is rejected, the status updates to *110: Offer Rejected*.

## Security Roles for Actions Made on Applicant's Behalf

Refer to your agency's business process to determine who is expected to perform the *Accept Offer* and *Reject Offer* actions in CAPPS Recruit. Users with the following roles have security permissions to perform these actions:

- Recruiter Administrator (TX\_HCM\_RS\_RECRUITER\_ADMIN)
- Recruiter (TX\_HCM\_RS\_RECRUITER)
- Recruiting Coordinator (TX\_HCM\_RS\_RECRUIT\_COORDINATOR)
- Hiring Manager (TX\_SS\_MANAGER\_RS)

## Action Availability

The *Accept Offer* and *Reject Offer* actions are available in CAPPS Recruit while an offer is in an *Extended* or *Pending* status.

## Navigation to Accept Offer or Reject Offer

### Accept Offer or Reject Offer Via Action

The *Accept Offer* and *Reject Offer* actions are available in:

- Three places for Recruiting Coordinators and Hiring Managers
- Four places for Recruiter Administrators and Recruiters.

All users with access to *Accept Offer* and *Reject Offer* actions, navigate to:

**Manage Job Opening** page:

**Other Actions** menu; **Recruiting Actions** menu; **Accept Offer** and **Reject Offer** actions

**Manage Application** page:

**Other Actions** menu; **Recruiting Actions** menu; **Accept Offer** and **Reject Offer** actions  
(also available as a hyperlink on the **Offer** tab of this page)

**Manage Applicant** page:

**Other Actions** menu; **Recruiting Actions** menu; **Accept Offer** and **Reject Offer** actions

Recruiter Administrators and Recruiters with access to *Accept Offer* and *Reject Offer* actions, navigate to:

**Search Applications** page:

**Other Actions** menu; **Recruiting Actions** menu; **Accept Offer** and **Reject Offer** actions

### Accept Offer or Reject Offer Via Offer

Users may also accept or reject an offer directly on the *Manage Application* page, in the *Offer* tab. From the offer:

1. Select the **Accept Offer** hyperlink or the **Reject Offer**.
2. Select a REASON for an offer rejection (optional).
3. Select **OK**.

## Adjusting an Offer

Typically, users would edit an offer to add attachments or select the offer letter you intend to generate.

### Edit Offer

Should you need to edit an offer:

1. Navigate to the *Manage Application* page.
2. Select the **Offer** tab.
3. Select **Edit Offer** to modify the offer.

### Add New Offer

From the *Manage Application* page, select the *Offer* tab, where you may add a new offer (if necessary).

The new offer must follow the same process as the original offer.

The screenshot displays the 'Manage Application' interface. At the top, there are navigation links: Return, Recruiting Home, Search Applications, Add Applicant Note, Print, and Refresh. A 'Personalize' link is also present. The main content area is divided into several sections:

- Applicant:** Includes fields for Name, Preferred Contact, Email, Applicant ID, Phone, Applicant Type (External Applicant), Status (010 Active), Jobs Applied (9), Veteran? (No), and WIT Indicator (N).
- Job Opening:** Includes Job Opening ID, Job Posting Title, Business Unit, Department, Job Type, Recruiter, Hiring Manager, Position Number, and Salary Range (9,337.250000 to 15,791.580000 USD/Mont).
- Process Application:** Shows Disposition (070 Offer), Reason, Date (04/05/2026), and various action buttons like Interest, Mark Reviewed, Route, Interview, Reject, and Other Actions.
- Application and Resume:** Includes tabs for Questionnaire, Notes, and Offer.
- Offer Details:** Shows Position Number, Status (010 Extend), Reason, Posted (No), Created By, Offer Date (04/05/2026), Start Date (05/01/2026), Offer Expiration Date (04/12/2026), and buttons for Edit Offer, Accept Offer, and Reject Offer.
- Job Offer Components:** A table with columns: Component, Offer Amount, Payment Mode, Currency, and Frequency. The row shows Base Salary of 9337.250000, Cash payment mode, USD currency, and Monthly frequency.
- Offer Letter:** Shows Letter Template (Offer Letter OF1) and Date Printed (04/05/2026).
- Offer Attachments:** A table with columns: Type, Description, Details, and Action Required. It lists three attachments: Sample File, Preboarding Docs, and Offer Letter.
- Comments:** A text area indicating 'No Comments have been entered for this offer.'

A red box highlights the 'Add New Offer' button located at the bottom left of the page.

## Revision History

Date	Description of Change	Changed By
June 4, 2026	Initial release.	R. Kelly