SAO
State Accounting Office

TeamWorks Agency Forum

October, 2014

Welcome!

Facilitator: Amber Hall

Purpose

- Enhance communication to TeamWorks end-users
- Provide transparency
- Provide information on current and/or upcoming strategies
- Discuss changes and enhancements
- Allow Agencies to provide feedback on what is important to them

Frequency

- Twice a year
- Tentatively in October and May
- 2 identical meetings for convenience
- Users will receive future invitations for upcoming Agency Forum meetings
- SAO will send the invitations about a month prior to the meetings

Presentation Tips

- Please type any questions you have in the Webinar question section.
- Questions will not be answered during the presentation. They will be compiled, posted, and a link sent after the 2 presentations are complete.
- Presentation slides and Q&As will be posted after both presentations (will take at least a week or so)

- **SAO will only answer questions for participants who provide their first name, last name, agency name, and email address**

Today's Topics

- TeamWorks Financials
- TeamWorks HCM
- Customer Service Center (CSC)
- Security
- TeamWorks Online Training
- Infrastructure Project
- SAO Project Review Committee (SPRC)

TeamWorks Financials

Topics Include:

- AR Distribution Code Upload Process
- DEPTSUM Edit Error Instructions
- 1099 Updates

Presented By:

Financials Functional Team

TeamWorks Financials

AR Distribution Code Upload Process

Presented By:
Fredrell Evans
Financials Business Analyst

- On the SAO Website, navigate to: TeamWorks » Financials » Accounts Receivable » Forms

TeamWorks Financials

- When uploading AR Distribution Codes, it may be helpful to create a separate folder in which to save all the files needed to complete the process.
- In our example, a Folder has been created on the C: Drive named “AR Distribution Codes” and within that folder is another folder titled “42514”(Date of upload). These are used to save the 3 files created in the following instructions.

Presented By:

Fredrell Evans

Financials Business Analyst

TeamWorks Financials

1. Complete the Agency Distribution Code Entry Sheet and Save in your designated folder.

	A	B	C	D	E	F	G	H	I	J	K	L	
1	**Agency Distribution Code Entry Sheet**												
2		(must end with last two digits of fiscal year for which the code is applicable)		(not required)			(must be 5 chars)				(for DOT use only)	(not required)	(not requ
3	**SetID (05)**	**Dist Code (10)**	**Description (30)**	**Short Descr (10)**	**Account (6)**	**Department (10)**	**Fund Code (5)**	**Funding Source (5)**	**Program (10)**	**Project (15)**	**Activity ID (15)**	**Product (6)**	**Special**
4	XXXXX	XXXXXXXXX	XXXXXXXXXX		XXXXXX	XXXXXXXXXX	XXXXX	XXXXX	XXXXXXXXXX	XXXXXXXXX			
5													
6													
7													
8													
9													
10													
11													
12													

2. Select Rows 1 – 3. Hold shift and Select Rows 1-3 from the far left of the spreadsheet so that entire row will be selected.

Presented By:

Fredrell Evans

Financials Business Analyst

TeamWorks Financials

3. Delete the Rows selected. Right Click in the highlighted area, and select Delete from the dropdown menu. This step removes all column headings and leaves only the distribution code data previously entered.
4. Save as Text File (Tab Delimited). Click the File tab found at the top of the Excel spreadsheet. Then select Save As from the dropdown menu. Under the Save As type option select Text (Tab Delimited) (*.txt). Click Save.

Presented By:

Fredrell Evans

Financials Business Analyst

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5. Click "Yes" if the following warning message is received.
6. Open a text file program (NotePad, etc.) and open the previously saved Text (Tab Delimited) file.
7. Select empty spaces in the text file. Place your cursor beneath the last row of data and press CTRL + SHIFT + END. This will select all spaces in the document that does not contain necessary data

Presented By:
Fredrell Evans
Financials Business Analyst

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8. Press the Delete key on keyboard to delete all selected spaces.
9. Click the File tab found at the top of .txt program and select Save As from the dropdown menu. Change the File Name to “8560.dat”
10. Click Save.

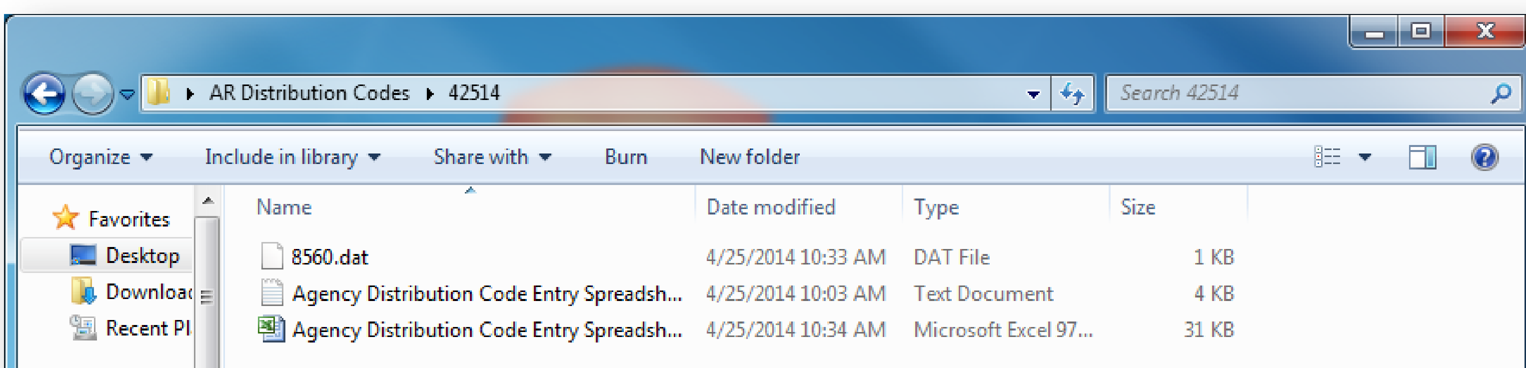
Presented By:

Fredrell Evans

Financials Business Analyst

TeamWorks Financials

- **PLEASE NOTE:** The .txt program can be closed. The next step will upload the file into TeamWorks Financials.
- Check the folder where you are saving the files and verify that there are three files:
  - The original AR Distribution Code Entry Spreadsheet in Excel format
  - The AR Distribution Code Entry Spreadsheet in text format
  - The 8560.dat file



TeamWorks Financials

11. Open TeamWorks Financials and navigate to: Accounts Receivable > Custom AR Reports > Distribution Code Interface
12. Search for and select an existing Run Control ID or Add New Value for 1st time. Note: If adding, do not include spaces in the name
13. Enter Business Unit and Fiscal Year

Presented By:

Fredrell Evans

Financials Business Analyst

TeamWorks Financials

14. To Add file “8560.dat” click Choose “8560.dat” file and copy to server button. If you receive the following message click OK and browser window will pop-up immediately following.
15. Click Browse to location previously saved file and select “8560.dat”
16. Click Upload and Click OK on the “File transfer succeeded” pop-up message.

Presented By:

Fredrell Evans

Financials Business Analyst

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17. Click RUN
18. Select “PSUNX” for Server Name in dropdown menu and also verify the checkbox for AR Distribution Code Interface has been selected. Then Click OK
19. TeamWorks provides a Process Instance Number. Click on the Process Monitor link to verify if and when the process run is successful.

Presented By:

Fredrell Evans

Financials Business Analyst

TeamWorks Financials

- PLEASE NOTE: Once the run status is Success and Distribution Status is Posted the upload has succeeded, and the AR Distribution Code is immediately available for use in TeamWorks.

Presented By:

Fredrell Evans

Financials Business Analyst

TeamWorks Financials

- You can verify that this value is available by:
  - Navigating to: Set Up Financials/Supply Chain > Common Definitions > Distribution Accounting
  - Click Distribution Code link
  - Enter BU for SetID and enter Distribution Code you are searching for
  - Click Search

Presented By:

Fredrell Evans

Financials Business Analyst

TeamWorks Financials

- If the value appears, you are complete with the process.
- If the value does not appear, you will have to review the ARXXX0860 report in Document Direct for error with upload attempt.
- This report will be available about 15-20 minutes following your upload attempt. Once the listed error has been corrected you can upload the file again.

Presented By:

Fredrell Evans

Financials Business Analyst

Questions?

Please type them in the Webinar questions section

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TeamWorks Financials

DEPTSUM Edit Error Posting Instructions

Presented By:

Elizabeth Barnes

Financials Business Analyst

TeamWorks Financials

DEPTSUM Edit Error Posting Instructions:

- When the Budget Header Status is “Edit Error” for the DEPTSUM Journal, this means the journal did not post during the Budget Post process.
- When the DEPTSUM Journal is not posted, it denotes that the budget ledgers are out of balance and this impacts your Budget reports like the Budget Comparison and budget queries.
- This issue occurs when the DEPTSUM Ledger budget is reduced below **the available budget amount**; a negative appropriated budget results and causes the DEPTSUM Journal to error during the Budget Post process.

Presented By:

Elizabeth Barnes

Financials Business Analyst

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To complete the posting of the DEPTSUM Journal, follow these steps:

- Navigate to Budget Journals → Enter Budget Journals → Find an Existing Value, Enter the Amendment ID click search and then select the DEPTSUM Journal that is in error.
- Go to Budget Lines page and click the “Error” link on the Budget Header Status. This presents the Review Budget Check Exceptions page.
- Select “Override Budget” and click “Save”.

Presented By:

Elizabeth Barnes

Financials Business Analyst

TeamWorks Financials

To complete the posting of the DEPTSUM Journal, follow these steps:

- Within the same page, click on the link next to the Journal ID to drill back to the Enter Budget Journals – Budget Lines page and click “Process” to Post the DEPTSUM Journal. “Post Journal” is the only option in the process field.
- Click ‘YES’ for the message “Are you sure that you want to post this journal” to kick off the process.

Presented By:

Elizabeth Barnes

Financials Business Analyst

TeamWorks Financials

Verify that all budget journals are posted for your Amendment in one of two ways:

- **Option 1 – To verify that all journals, related to the Amendment Id, have a Budget Header Status of "Posted".**

  Navigate to COMMITMENT CONTROL → BUDGET JOURNALS → ENTER BUDGET JOURNALS → FIND AN EXISTING VALUE → Enter the AMENDMENT ID and then click search, The Budget Header Status should be "Posted" for all your journals.

Presented By:

Elizabeth Barnes

Financials Business Analyst

TeamWorks Financials

Verify that all budget journals are posted for your Amendment in one of two ways:

- **Option 2 – To verify journals that are not posted by Amendment Id.**

Navigate to COMMITMENT CONTROL → BUDGET JOURNALS → ENTER BUDGET JOURNALS → FIND AN EXISTING VALUE → Enter the AMENDMENT ID, the Budget Header Status criteria select NOT EQUAL then tab across to the next field and select “POSTED”, click search; the results should be “No Matching Values Found”.

Presented By:

Elizabeth Barnes

Financials Business Analyst

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TeamWorks Financials

1099 Updates

Presented By:

Mo Moghazy

Financials Functional Manager

TeamWorks Financials

- **1099 Quarterly Reminder:**

  - To ensure proper attention is given to the 1099 reporting process, we are recommending that each agency perform a quarterly review of all 1099 vendor balances.

  - This review should ensure reporting issues are identified and addressed in a timely manner.

Presented By:

Mo Moghazy

Financials Functional Manager

TeamWorks Financials

- **1099 Quarterly Reminder continued:**

  - **What agencies need to do?** At a minimum, after the end of each quarter, the APXXX412 and APXXX413 reports should be run and reviewed for the appropriateness of vendor balances reported for 1099 purposes.

  - Corrective action, if needed, should be taken to enter 1099 adjustment transactions to appropriately reflect vendor balances.

Presented By:

Mo Moghazy

Financials Functional Manager

TeamWorks Financials

- **1099 Quarterly Reminder continued:**

  - **What if vendors are not appropriately setup in the system?** If vendors are not appropriately setup in the system for 1099 reporting, the Vendor group within SAO should be contacted at psvendor@sao.ga.gov to request the necessary updates.

- **1099 Agency Liaison Contact Registration Form:** http://fs3.formsite.com/saoforms/form151/index.html

Presented By:

Mo Moghazy

Financials Functional Manager

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TeamWorks HCM

Topics Include:

- Annual Base Benefits Refresh for 2014
- Military Leave Reminder
- Personal Leave Reminder
- W-2 Processing
- Affordable Care Act (ACA)

Presented By:

Martha Varn

HCM Functional Manager

TeamWorks HCM

- **Annual Base Benefits Refresh for 2014**
  - Refresh ran on October 3
  - Inserts a new Job row for employees who are active or on leave
    - Effective Date is 10/1/2014
    - Action = Data Change
    - Action Reason = Refresh Annual Benefits Base Rate

Presented By:

Martha Varn

HCM Functional Manager

TeamWorks HCM

- **Military Leave Reminder**
  - Balances were reset to 0 the night of October 7
  - BNxxx0504 (Military Leave Reset Report) was available as of October 8
  - Federal Fiscal Year 2015 balances can be entered beginning October 11

Presented By:

Martha Varn

HCM Functional Manager

TeamWorks HCM

- **Personal Leave Reminder**
  - Elections can be entered from December 8 through December 31
  - Employees are eligible to elect Personal Leave if they have a sick leave balance of 120 or more as of November 30
  - Conversion from Sick Leave to Personal Leave will occur on 12/31/14 and will be available for use on 1/8/2015

Presented By:

Martha Varn

HCM Functional Manager

TeamWorks HCM

- **W-2 Processing**
  - Approval of W-2 Data
    - New approval form for agency to approve information sent to the IRS
    - SAO will be requesting each agency to identify 2 appropriate contacts
  - Updated Balance Adjustment Requests
    - Multiple adjustments can be submitted on one ticket to the CSC
    - Must use spreadsheet provided by SAO
  - Look for communication from SAO in early November

Presented By:

Martha Varn

HCM Functional Manager

State Accounting Office

TeamWorks HCM

Affordable Care Act (ACA)

- Enrolling ACA Eligible Employees
  - Online process is the same as enrolling a health benefit eligible employee **EXCEPT** a different Benefit Program is selected
  - Benefit Programs for ACA-eligible employees are HBP and HNF
  - HBP is comparable to NOF, and HNF is comparable to HBP
  - ACA Benefit Programs can only be selected for employees on non-zero records.
  - New Benefit Programs will be available on 10/16/2014

Presented By:

Martha Varn

HCM Functional Manager

TeamWorks HCM

- **Affordable Care Act (ACA) continued**
  - Enrolling ACA Eligible Employees continued
    - Employees will be included in the interface to DCH/ADP for election of benefits.
    - Once one of the ACA Benefit Programs is selected for an employee, then the agency will be billed for the employer portion of healthcare, regardless of whether the employee actually enrolls in a health plan.
    - Please refer to HRA's guidance on when to enroll an employee in an ACA Benefit Program.

Presented By:

Martha Varn

HCM Functional Manager

TeamWorks HCM

- **Affordable Care Act (ACA) continued**
  - Employee Election of Healthcare resulting from ACA Eligibility
    - Once an employee completes the enrollment process and selects a benefit plan, their deduction information will be interfaced to SAO the same way as full-time employees with healthcare elections.
    - No additional action will be required by the agency.

Presented By:

Martha Varn

HCM Functional Manager

TeamWorks HCM

- **Affordable Care Act (ACA) continued**
  - Employee Declination of Healthcare resulting from ACA Eligibility
    - There will be no indication in TeamWorks that an employee has declined healthcare other than no deduction is received from DCH/ADP.
  - Seasonal Employees
    - There is no indication in TeamWorks which recognizes a seasonal employee.

Presented By:

Martha Varn

HCM Functional Manager

TeamWorks HCM

- **Affordable Care Act (ACA) continued**
  - State Reports are now available in Document Direct
  - Federal Reporting
    - Employers are required to report beginning in 2016 for calendar year 2015
    - Employer Statement (1094-C) and Employee Statement (1095-C) will be required
    - SAO/DCH/DOAS/OPB are working together to determine solutions for Federal Reporting

Presented By:

Martha Varn

HCM Functional Manager

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State Accounting Office

TeamWorks Customer Service Center

New Ticket Escalation Process

Note: This process covers the escalation of an issue once it has passed its stated SLO times.

Presented By:

David Fields

Customer Service Center Manager

Overview

- When issues are called into the CSC, a ticket is created and the issue is either dealt with by the Tier 1 agent creating the ticket or escalated for further work to a Tier 2 Business Analyst (BA).

- SAO has Service Level Objective (SLO) times for the handling of issues raised to the CSC which are defined in the SLO document provided to all TeamWorks Chief Financial Officers (CFOs), and extracted on the SAO website @ http://sao.georgia.gov/teamworks-service-level-objective

- If an issue is not addressed by either a Tier 1 or Tier 2 TW representative in the stated SLO times, the issue may be escalated as defined in the SLO.

Presented By:

David Fields

Customer Service Center Manager

Escalation Process

- Customer completes an Escalation Form located at: http://fs3.formsite.com/saoforms/form87/index.html?1296504144717 (this link is also in the auto-email generated when a ticket is escalated to T2)
- The Escalation form is routed to the Customer Service Center (CSC) mailbox where the CSC Manager reviews the form
- The Financials/HCM/Security Lead or Manager reviews the ticket with the BA assigned to the ticket to assess the situation
- The respective Lead or Manager contacts the customer to ensure that they have full information around the ticket and works to find a resolution to the issue

Presented By:

David Fields

Customer Service Center Manager

Escalation Process Cont'd

- The Financials/HCM/Security BA contacts the customer and notifies them of the resolution to the issue and confirms that the resolution works

- The CSC Manager contacts the Customer to ensure they agree with the closure of the issue

- Once the CSC Manager confirms customer is satisfied, the BA is advised to close the ticket

Reiteration: This process covers the escalation of an issue *only* after it has passed its stated SLO times.

Presented By:

David Fields

Customer Service Center Manager

Customer Service Center (CSC)

404.657.3956
888.896.7771
FSCM@sao.ga.gov
HCM@sao.ga.gov
SAO_PS_Access@sao.ga.gov

Questions?

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TeamWorks Security

- **TeamWorks HCM Self-Service Account Unlock and Password Reset**
    - Provide the ability for **active** state employees to reset their own passwords and unlock their own accounts by successfully answering their security questions.

Presented By:

Theinraja Raja

Security and Systems Director

TeamWorks Security

- TeamWorks HCM Self-Service Account Unlock and Password Reset (continued)
  - <u>**Note:**</u> Users will be unable to unlock their own accounts or reset their own passwords if any of the following applies: temporary access has expired, the employee id is terminated or inactive, the user answers the security questions incorrectly, or the access/account has been locked by a security team member.

TeamWorks Security

- TeamWorks HCM Self-Service Account Unlock and Password Reset (continued)
  - This new functionality is coming in late December 2014 (has been postponed from August).

Presented By:

Theinraja Raja

Security and Systems Director

TeamWorks Security

- TeamWorks HCM Self-Service Account Unlock and Password Reset (continued)
  - On the implementation date, all HCM end-users will be locked out requiring users to change their security questions/responses and to reset their password.
  - Detailed instructions will be distributed to your agency HR Manager and Agency Security Officer requesting them to further distribute the instructions to your agency’s HCM end-users.

TeamWorks Security

- TeamWorks HCM Self-Service Account Unlock and Password Reset (continued)
  - **Note:** The new functionality discussed is for HCM only. For TeamWorks Financials, an end-user must continue to use the "Forgot My Password" link before locking their account. The Financials Self-Service Account Unlock and Password Reset functionality will not be implemented until later in FY15.

Questions?

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TW Online Training

- **Financials Online Training**
  - Updates to the Financials Online Training have now been completed
  - Access to the Online Training is either through the TeamWorks Financials application or on the SAO Website: http://sao.georgia.gov/teamworks-financials-online-training

Presented By:

Perry James

QAM Manager

SAO
State Accounting Office

TW Online Training

TW Online Training

- **Security Online Training**
  - Training for Agency Security Officers on TeamWorks Security requests and access is now available
  - Located at: http://sao.georgia.gov/teamworks-security-online-training

Presented By:

Perry James

QAM Manager

Questions?

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State Accounting Office

Project Related Updates

- **Infrastructure Upgrade**
  - HCM and Financials will not be available during the cut-over
  - Cut-Over will begin Wednesday, 11/12 @ 7:00 PM
  - The systems will be down for 2 business days: Thursday, 11/13 and Friday, 11/14 and throughout the weekend
  - Systems are scheduled to be back online Monday, November 17 by 7:00 AM

Project Related Updates

- **SAO Project Review Committee (SPRC)**
  - Reopened
  - Still a backlog of projects
  - Requests will be worked based on priority after they have been presented and approved
  - Priority is determined based on a prioritization tool

Presented By:

Melody Richards

TeamWorks Program Director

Questions?

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Presentation Info

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Future Topics

- What would you like for us to cover?
- Any other suggestions or feedback?
- Send To: ahall@sao.ga.gov