

TeamWorks Agency Forum

May, 2015

Welcome!

Facilitator: Amber Hall

Purpose

- Enhance communication with TeamWorks end-users
- Provide transparency and information on current and/or upcoming SAO strategies
- Discuss changes and enhancements
- Allow Agencies an opportunity to provide feedback on topics important to them

Frequency

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

Question Tips

- Please type any questions that 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 two presentations are complete.
 - Presentation slides and Q&As will be posted after both presentations (approximately 2 weeks)
- ❖ If you have questions, please be sure you have provided your first name, last name, agency name and email address. This is to ensure SAO can provide you with the answer you are seeking in a timely manner.

Today's Topics

- **TeamWorks Financials**
- **TeamWorks HCM**
- **Security**
- **Customer Service Center (CSC)**
- **TeamWorks Online Training**

TeamWorks Financials

Topics:

- FY16 Budget Trees
- 1099 Review Reminder
- FY15 Financials Close Schedule
- Year-End Updates
- PO E-Verify

Presented By:

Financials Functional Team

TeamWorks Financials

FY16 Budget Trees

- If you are requesting a new BCM tree, be sure the BCM tree is in place before you begin loading your BP 2016 budget.
- Once budget loading has begun, SAO cannot move or delete values from your BCM trees.

1099 Review Reminder

- Reconcile Transactions

FY15 Financials Close Schedule is Posted on the SAO Website

- <http://sao.georgia.gov/sao-calendars>

Presented By:

Mo Moghazy

Financials Functional Manager

TeamWorks Financials

Year-End Updates

- Agencies are required to provide a weekend point of contact for Year End in the case of any emergency during the close process. Please email the contact information to: ahall@sao.ga.gov.
- Reconcile Transactions
- Run the appropriate Reports and Queries
- Purchasing - If you make an error in the accounting date during the period when two fiscal years are open and the PO has a valid budget status:
 - DO NOT CHANGE ACCOUNTING DATE - Changing the accounting date after the PO has been budget checked will result in mismatched fiscal year entries.
 - Cancel or close the entire PO with the wrong date - This will reverse the incorrect transaction(s) in the incorrect year and prevent mismatched fiscal years.

TeamWorks Financials

Year-End Updates (continued)

➤ Accounts Payable

- Payments are entered on a Cash Basis and will be recorded on the actual date the payment was processed. July payments will be recorded in July – Period 1.
- DO NOT change the Payment accounting date on the Pay Cycle to a June date as the corresponding Journal will have a July date.
- During the period when two fiscal years are open, cancelled or closed vouchers will be recorded in July – Period 1.

Presented By:

Fredrell Evans

Financials Business Analyst

TeamWorks Financials

PO E-Verify

- E-Verify customization was added to the Purchase Order page to allow the Agency the ability to capture E-Verify information
- E-Verify is not mandatory
- E-Verify information can only be added to existing POs (No cancelled or closed POs)
- E-Verify information can also be viewed on the PO Inquiry page

Presented By:

Cheryl Jacobs

Financials Business Analyst

TeamWorks Financials

PO E-Verify (continued)

- 'Service PO' on the main page
 - Three available options: N/A, No (default), Yes

▼ Header	
*PO Date:	<input type="text" value="03/31/2014"/>  Vendor Search
*Vendor:	<input type="text" value="CANONSOLUS-001"/> Vendor Details
*Vendor ID:	<input type="text" value="0000182108"/> CANON SOLUTIONS AMERICA INC
*Buyer:	<input type="text" value="CLDUGGER"/> Christopher Dugger 404/463-460
PO Reference:	<input type="text"/>
Header Details	Activity Summary
PO Defaults	Document Status
Requisitions	Add Comments
PO Activities	Add ShipTo Comments
	*Service PO <input type="text" value="No"/> 
	<input type="text" value="N/A"/>
	<input type="text" value="No"/>
	<input type="text" value="Yes"/>

Presented By:

Cheryl Jacobs

Financials Business Analyst

TeamWorks Financials

PO E-Verify (continued)

- 'Service PO' on the main page
 - If Yes is selected, click on E-Verify hyperlink

▼ Header	
*PO Date:	03/31/2014 <input type="text"/> <input type="button" value="31"/> Vendor Search
*Vendor:	CANONSOLUS-001 <input type="text"/> Vendor Details
*Vendor ID:	0000182108 <input type="text"/> CANON SOLUTIONS AMERICA INC
*Buyer:	CLDUGGER <input type="text"/> Christopher Dugger 404/463-460
PO Reference:	<input type="text"/>
Header Details	Activity Summary
PO Defaults	Document Status
Requisitions	Add Comments
PO Activities	Add ShipTo Comments
	*Service PO <input type="text" value="Yes"/> ▼
	<input type="button" value="E Verify"/>

Presented By:

Cheryl Jacobs

Financials Business Analyst

TeamWorks Financials

PO E-Verify (continued)

- 'Service PO' on the main page

Services PO	PO Amount	Comments
N	Any Amount	The buyer will select NO and nothing additional needed.
Y	Greater than or equal \$2500	The buyer will select YES and select the hyperlink. Buyer is required to input information in link.
N/A	Any Amount	This option should be selected if it is a services PO below \$2500. This option should also be used for those services PO that are over \$2500 but are exempt from reporting. The buyer will select N/A and nothing additional needed. Buyer has option to add information on <u>eVerify</u> Details page if they prefer.

Presented By:

Cheryl Jacobs

Financials Business Analyst

TeamWorks Financials

PO E-Verify (continued)

➤ E-Verify Detail Page

- Collects the necessary E-Verify data
- If PO is a multi-year PO, Buyer will need to update E-Verify data on this page to align with the proper reporting year

Maintain Purchase Order
e Verify Details

Business Unit: 40700 PO ID: 000000373

e Verify Details

Vendor Exempt:	<input type="checkbox"/> 	Date of Contract:	<input type="text"/> 	
e Verify Number:	<input type="text"/>	Contract ID:	<input type="text"/> 	
Comments:	<input type="text"/>		Service Amount:	<input type="text"/>

Presented By:

Cheryl Jacobs

Financials Business Analyst

TeamWorks Financials

PO E-Verify (continued)

- E-Verify Details Page – Validation Rules
 - Based on the answers to the questions for Service PO and E-Verify Vendor Exempt, the following validation rules apply

Service PO	eVerify Vendor Exempt	Rules
N/A	No	No validation required.
No	No	No validation required.
Yes	No	eVerify #, Date of Contract, Contract ID and Service amount are required fields.
N/A	Yes	No validation required.
No	Yes	No validation required.
Yes	Yes	Date of Contract, Contract ID and Service amount are required fields.

- Add E-Verify attachment using the header comments page
- Run query OPO091 to review E-Verify information

Presented By:

Cheryl Jacobs

Financials Business Analyst

Questions?

Please type them in the Webinar questions section

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TeamWorks HCM

Topics

- HCM 9.2 Upgrade
- Department Budget Table Copy-up Process

Presented By:

HCM Functional Team

TeamWorks HCM

HCM 9.2 Upgrade

- The primary goal is to perform a Technical Upgrade from 9.1 to 9.2; however, additional functionality that provides significant cost savings and efficiencies will be taken into consideration if time and funding exists.
- Project scheduled approximately from July 2015 through April 2016.
- SAO will engage a 3rd party to perform the upgrade along with SAO staff.

Presented By:

Martha Varn

HCM Functional Manager

TeamWorks HCM

HCM 9.2 Upgrade Approach

- What is a technical upgrade? – This is when the current application is brought up-to-date with the vendor’s latest version in order to continue vendor support. The current application will be compared to the new version to identify any customizations that could be eliminated.
- What is not included in a technical upgrade? Typically, no new modules or new major functionality will be implemented unless it is to replace existing functionality.

Presented By:

Martha Varn

HCM Functional Manager

TeamWorks HCM

HCM 9.2 Upgrade Activities

- Compare customizations to new version
- Determine which customizations could be eliminated
- Retrofit customizations that are needed for 9.2
- Document differences in 9.1 & 9.2
- Prepare test scripts
- Conduct testing
- Migration and go-live

Presented By:

Martha Varn

HCM Functional Manager

TeamWorks HCM

Department Budget Table Copy-up Process

➤ Why Do We Need the Department Budget Table Copy-Up Process?

- The Department Budget Table links the HCM departments to the Financials system by using Combination Codes.
- Each active department must have an effective-dated row for the fiscal year in which it is used.
- The copy-up process eliminates the need for each agency to manually enter the 23,000+ current fiscal year active departments for the new fiscal year.

Presented By:

Jason Dunn

HCM Functional Lead

TeamWorks HCM

Department Budget Table Copy-up Process (continued)

➤ What do I need to know about this process?

- To prepare for Fiscal Year 2016, on **May 27th**, the annual copy-up process will add a future-dated row of July 1, 2015 for Fiscal Year 2016 in the Department Budget Table by copying the current row.
- Running this process at the end of May should give end users ample time to make data changes for the new future dated row.

Presented By:

Jason Dunn

HCM Functional Lead

TeamWorks HCM

Department Budget Table Copy-up Process (continued)

➤ What do I need to know about this process?

- Prior to the copy-up process, do not create Combination Codes with Effective Dates that are greater than the current Pay Period.
- Please refrain from building any rows on the Department Budget Table with an effective date greater than June 30, 2015 until May 28, 2015. Prior to running the copy-up process, any row dated July 1, 2015 or after will be deleted from the Department Budget Table.

Presented By:

Jason Dunn

HCM Functional Lead

TeamWorks HCM

Department Budget Table Copy-up Process (continued)

➤ What do I need to know about this process?

- Once the copy-up process has been run, you may create new Combination Codes with July 1, 2015 and greater effective dates to correspond to the new Fiscal Year 2016 rows on the Department Budget Table.
- Refer to the TW Online Training for ***Updating Department Funding*** under Using Commitment Accounting to update the July 1, 2015 future dated row or to insert a row prior to the future dated row.

Presented By:

Jason Dunn

HCM Functional Lead

Questions?

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TeamWorks Security

Topics:

- TeamWorks Financials Self-Service Account Unlock and Password Reset
- TeamWorks Notification and Access Removal for HCM Transfers
- TeamWorks Notification and Account Lockout for Financials Transfers

Presented By:
Security Team

TeamWorks Security

TeamWorks Financials Self-Service Account Unlock and Password Reset

- Go-Live – May 2, 2015
- Provides the ability for **active** state employees to reset their own passwords and unlock their own accounts by successfully answering their security questions.
- Will be less time on the phone with SAO Customer Service Center or waiting for a call back.

Presented By:

Stephanie Griffin

Information Security Officer

TeamWorks Security

TeamWorks Financials Self-Service Account Unlock and Password Reset (continued)

Note:

- 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 user answers the security questions incorrectly, or the access/account has been locked by a security team member.
- In all cases, the users will get an error message if they attempt to unlock accounts/reset passwords that will direct them to contact their own agency HR department.

Presented By:

Stephanie Griffin

Information Security Officer

TeamWorks Security

TeamWorks Financials Self-Service Account Unlock and Password Reset (continued)

One Requirement:

On the first login, all Financials users must change their security questions/responses and reset their password.

Presented By:

Stephanie Griffin

Information Security Officer

TeamWorks Security

TW Notification and Access Removal for HCM Transfers

- A systematic method is required to report, notify, and process accounts in HCM of employees who have transferred to a new agency.
 - Modify an existing HCM program to remove TeamWorks HCM system access roles with exception to employee self-service on transferred employees.
 - Create an automated email notification to alert agency security officers to submit an online deletion request for transferred employees.
 - The 'new' agency security officers will need to submit an online form for new TeamWorks system access for transferred employees.

Presented By:

Eddie Hernandez

Information Security Officer

TeamWorks Security

TW Notification and Account Lockout for Financials Transfers

- A systematic method is required to report, notify, and process accounts in Financials of employees who have transferred to a new agency.
 - Modify an existing account lockout program to lockout accounts on transferred employees.
 - Create an automated email notification to alert agency security officers to submit an online deletion request for transferred employees.
 - The 'new' agency security officers will need to submit an online form for new TeamWorks system access for transferred employees.

Presented By:

Eddie Hernandez

Information Security Officer

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TeamWorks

Customer Service Center

Topics:

- Expect delays during YE Close – potential impacts to response times due to high call volumes
- Common issues/questions and TW Online Training available to help
- TeamWorks system access and troubleshooting steps

Presented By:

David Fields

Customer Service Center Manager

TeamWorks CSC

Financials Common Issues:

- Fund Sources
- Reports & Queries
- Bill To/Ship To Locations
- PO Voucher
- Journal Posts

For information related to Financials training, go to the SAO website under Training & Calendars > TeamWorks Training > TeamWorks Financials Online Training: <http://sao.georgia.gov/teamworks-financials-online-training>.

Presented By:

David Fields

Customer Service Center Manager

TeamWorks CSC

HCM Common Issues:

- Entering Time
- W2
- Reports & Queries
- View Paycheck
- Direct Deposit

For information related to HCM training, go to the SAO website under Training & Calendars > TeamWorks Training > TeamWorks HCM Online Training:
<http://sao.georgia.gov/teamworks-hcm-online-training>.

Presented By:

David Fields

Customer Service Center Manager

TeamWorks CSC

Security Common Issues:

- Password Resets
- Security Requests
- Accounts Locked
- Security Roles Access
- Disabled Accounts

For information related to submitting Security Request Forms for Financials and HCM, go to the SAO website under TeamWorks > Security:

[http://sao.georgia.gov/security-resources.](http://sao.georgia.gov/security-resources)

Presented By:

David Fields

Customer Service Center Manager

TeamWorks CSC

Accessing TW - Supported Browsers:

- The browsers that SAO supports for optimal use of TeamWorks Financials and HCM applications are those certified by PeopleSoft. The following lists include the supported browsers:

TeamWorks Financials Application

Internet Explorer 8, 9 & 10

Firefox 3.6, 7

Mac Users: Safari 3,4 & 5

TeamWorks HCM Application

Internet Explorer 8 & 9

Firefox 3.5, 3.6 & 7

Mac Users: Safari 3,4 & 5

Note: Some features may not work properly if you are using an unsupported browser

Presented By:

David Fields

Customer Service Center Manager

TeamWorks CSC

Accessing TW - Supported Browsers (continued)

- For information related to technology requirements and troubleshooting steps, go to the SAO website under TeamWorks > Customer Service Center > Technology Requirements > Supported Browsers: <http://sao.georgia.gov/supported-browsers>.

Presented By:

David Fields

Customer Service Center Manager

TeamWorks CSC

Accessing TW – Troubleshooting Browsers

- In general, search your browser's Help menu for “clear cache” and follow the instructions. After clearing your browser's cache and cookies, exit your browser completely before attempting to access the site again.
- Attempt the process on another supported browser.
- Test same User ID from a known working machine and a known working User ID test on a different machine. This will eliminate the User ID and associated security and homepage cache as the source of difficulty.

Presented By:

David Fields

Customer Service Center Manager

TeamWorks CSC

Accessing TW – Troubleshooting Browsers (continued)

- Reset the Browser to defaults – Disable all Add-Ons & Plug-ins.
- Browser Updates/Patches should be reverted if the problem surfaced immediately after accepting an update.
- To locate general browser guidelines follow:
<http://sao.georgia.gov/browser-support-faqs>

Presented By:

David Fields

Customer Service Center Manager

TeamWorks CSC

Accessing TW – Troubleshooting (continued)

- What if none of these steps resolve your issue?
 - Contact your local IT group for assistance.
 - SAO doesn't directly engage in troubleshooting individual browser issues - we simply ask that browsers be reset to defaults, eliminate Third Party plug-ins/add-ons, and test from alternative browsers.

Note: SAO does not support mobile devices using the TeamWorks application

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

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TW Online Training

Topics:

- Upgraded from tool version 11 to 12
- New HCM Self-Service Password Unlock Content in Introduction Topics
- New Financials Self-Service Password Unlock Content in Introduction Topics
- Newly added topics for HCM
- Newly added topics for Financials

Presented By:

Perry James

Training

TW Online Training

Upgraded from tool version 11 to 12

- Newly updated content was posted on April 29, 2015.
- Will fix most of the browser compatibility issues users may be experiencing.
- Will allow the use of Chrome as an approved browser for taking online training.
- Users shouldn't notice a change except the lack of compatibility errors.

Presented By:

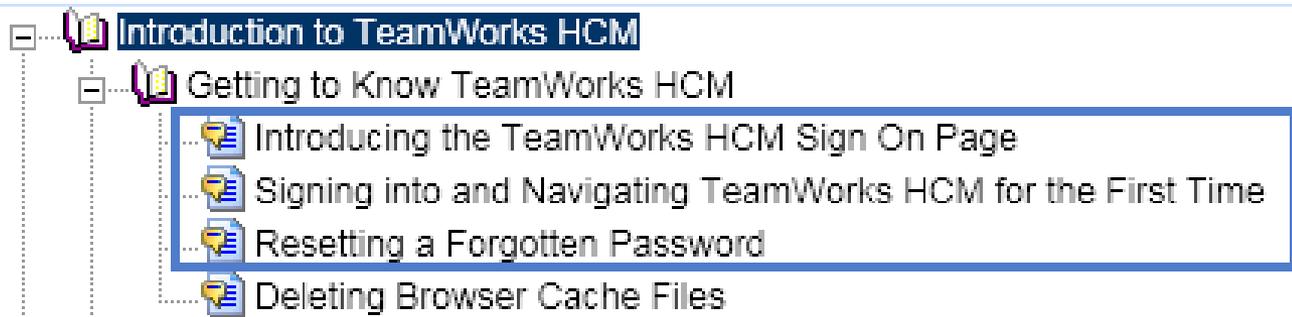
Perry James

Training

TW Online Training

New HCM Self-Service Password Unlock Content in Introduction Topics

➤ HCM Navigation



Presented By:

Perry James

Training

TW Online Training

New Financials Self-Service Password Unlock Content in Introduction Topics

➤ Financials Navigation

- [-] Introduction to TeamWorks Financials
 - [-] Getting to Know TeamWorks Financials
 - Introducing the TeamWorks Financials Sign On Page
 - Signing into and Navigating TeamWorks Financials for the First Time
 - Resetting a Forgotten Password
 - Deleting Browser Cache Files

Presented By:

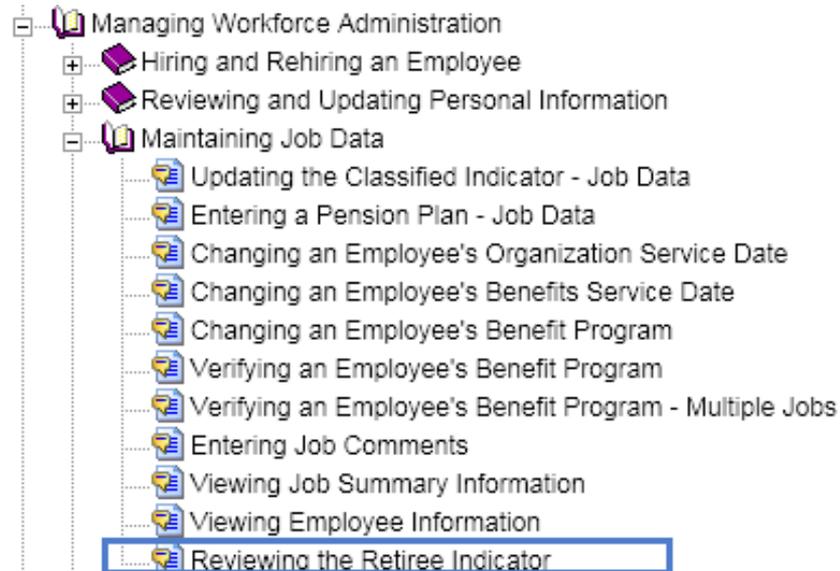
Perry James

Training

TW Online Training

Newly added topics for HCM

- **HCM Managing Workforce Administration**
 - **Reviewing the Retiree Indicator**



Presented By:

Perry James

Training

TW Online Training

Newly added topics for Financials

➤ Financials Managing Purchasing

- E-Verify
- NIGP

[-] TeamWorks Purchasing

[-] Processing Purchase Orders and Receipts

[-] Creating and Dispatching Purchase Orders

[-] Adding a Purchase Order - Open Market

[-] Adding a Purchase Order - Copying a Purchase Order

[-] Updating a Purchase Order - E-Verify

[-] Updating a Purchase Order - NIGP

Presented By:

Perry James

Training

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