



TeamWorks Agency Forum Q&A

Meeting Date: October 7 and 10, 2014

Since the start of the TeamWorks Agency Forum meetings in June of 2013, SAO continues to learn from our TeamWorks end-user community on improvements that are needed. We appreciate your feedback and patience as we continue to improve this meeting format and follow-up.

We hope you are looking forward to the next TeamWorks Agency Forum that will be conducted tentatively in May 2015--more information on this meeting will be coming in April 2015.

Question and Answers: TeamWorks Overall

Question	Answer
What is the purpose of this meeting? What is the difference between clients and end-users that are referred to in the meeting?	<p>The purpose of the TeamWorks Agency Forum is for SAO TeamWorks support team to have a touch point with the TeamWorks end-users. The information covered in this meeting varies from TeamWorks enhancements that are planned or in progress, to updates regarding TeamWorks Online Training, to reminders of deadlines coming up, etc.</p> <p>Agendas are not sent prior to the meetings due to the possibility that some of the content could change at the last minute before the presentations.</p> <p>For management team members in agencies, this information may be a repeat-- if they have attended a separate SAO update meeting.</p> <p>The SAO TeamWorks support team clientele are the TeamWorks end-users, also called clients.</p>
How do I contact the TeamWorks Customer Service Center	<p>SAO Customer Service Center (CSC) Contact Information: <i>Available Monday-Friday 8AM - 5PM (unless State offices are closed due to holiday/ inclement weather—other exceptions will be posted as they occur to HCM or Financials)</i></p>



	<p>Call 404-657-3956 or 888-896-7771 and select an option. Options and related email addresses can be found at sao.georgia.gov- then click on TeamWorks menu and then click the Customer Service Center sub-folder.</p>
<p>Can a copy of the slides of this meeting be provided?</p>	<p>After both of the 2 forum sessions, the slide presentation is posted on the SAO website at sao.georgia.gov. Click on the TeamWorks folder and then click on the Customer Service Center sub-folder. There is a TeamWorks Agency Forum sub-folder on the left of the screen that you can click to find the presentations.</p>
<p>Where on the SAO website is the service level objective (SLO) chart located?</p>	<p>The SLO by Severity Level chart can be found on the SAO website by means of the following path... go to sao.georgia.gov and click on the TeamWorks menu and then click on the Customer Service Center submenu. There you will see the Service Level Objective and Severity sub-menu selection on the left side of your screen.</p>
<p>Where can we find TeamWorks training or demos? Is it up to date enough to utilize?</p>	<p>The TeamWorks Online Training (often called UPKs) provides the ability to learn about implemented modules as they are used at the State of Georgia. There are 5 methods of utilizing the Online Training tool, all of which are explained in the “How to Take TeamWorks Financials/HCM Online Training” PowerPoint located on the SAO website. Go to sao.georgia.gov and click on the Training folder and then click on the TeamWorks Training sub-folder to see the training available (http://sao.georgia.gov/teamworks-training). Click on the appropriate link for TeamWorks Financials or HCM to locate the PowerPoint presentations and training links.</p> <p>The TeamWorks Security Online Training (aimed at Agency Security Officers) is located at: http://sao.georgia.gov/teamworks-security-online-training.</p> <p>The SAO TeamWorks team continues to make updates to this Online Training as changes occur in the system. However, the current version that is available can and should continue to be used as a reference for TeamWorks Training.</p>
<p>What browsers are supported by TeamWorks?</p>	<p>You can find supported browsers here: http://sao.georgia.gov/supported-browsers</p>



<p>What systems will be impacted by the Infrastructure Cut-Over?</p>	<p>Both HCM and Financials will be unavailable during the cut-over... this includes Management and Employee Self Service (MSS/ESS). TeamWorks will be down 11/12/14 at 7 pm until 11/17/14 at 8 am.</p>
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Question and Answers: TeamWorks Security

Question	Answer
<p>Can an agency have more than one person with security authorization to add/modify users in TeamWorks Financials?</p>	<p>Yes, most agencies have a primary security officer and a backup. They have the authority to approve all online requests for their agency. Also, all managers have access to submit the change, but the security officer will have to approve the change before it comes to SAO.</p>

Question and Answers: TeamWorks HCM

Question	Answer
<p>Our agency's payroll is handled by Payroll Shared Services (PYSS). How will the approval of W-2 data be handled?</p>	<p>Payroll Shared Services (PYSS) will handle the final approval for the participating Shared Services agencies. PYSS will work with each participating agency to ensure they are aware of what PYSS will be approving.</p> <p>Please call 404-463-3772 with further questions or contact Ivy Ferris directly at iferris@sao.ga.gov.</p>
<p>Will the ACA - Affordable Care Act report in Document Direct automatically run? If so, when and what's the name of the report?</p>	<p>Yes, it is currently running, so there should be reports for your agency. It is run on the 15th and the last day of the month. The report is BNxxx0591. In each report, there are 3 sections: ACA Report Ongoing, ACA Report New Hire/Rehire, and ACA Report Protected Leave.</p>



<p>The state travel policy says that we need to adjust employees W-2 forms if they submit their travel expense after 30 (60?) days? How do we adjust the W-2s? Is there a report in Concur that will provide a listing of those that should have their W-2 adjusted?</p>	<p>Earnings Code TAI is used to include travel income for an employee.</p> <p>Please see Section 9 in the reporting manual which outlines the process :</p> <p>http://sao.georgia.gov/sites/sao.georgia.gov/files/related_files/site_page/TTE_Reporting_Handbook021414.pdf</p>
<p>Regarding Personal Leave conversion, you mentioned the process will occur on December 31, 2014, while in the past the process occurred on the 7th of January. Please confirm if this has changed.</p>	<p>There have been no changes to the process from previous years. Personal Leave is opened up for entry by employees to make their Personal Leave election in early December. Employees have until December 31 to make their elections. The hours are available for use beginning January 8 after forfeiture is run.</p>



Question and Answers: TeamWorks Financials

Question	Answer
If the agency wants the annual AR Distribution Code copy process done for a new year, do we still send the email request?	The AR Distribution Code Copy process will still be performed by SAO's Customer Service Center Specialist. A communication will go out when it is time for agencies to send in the necessary request.
Do we have instructions on how to correct an upload to AR Distribution code, or do we have to go through the entire load again?	At this time, Agencies have not been given access to make corrections to Distribution Codes. We do plan to make this functionality available in the future; however, we do not have a timeframe at this point. For the interim, if any value needs to be updated, please submit a request to fscm@sao.ga.gov for the necessary change.