

Committee for Agriculture Payroll/Personnel Systems (CAPPS)

October 21, 2015, CAPPS Meeting Notes

I. Welcome – Tracey Hoolahan, Chief, Client Management Branch (CMB), GESD

II. Review of Action Items – Tracey Hoolahan, Chief, CMB, GESD

A current status was provided for the Action Items resulting from the July 21, 2015 CAPPS meeting. The Revised Software Change Request (SCR) Form has been placed on NFC's Home Page and a Customer Notification regarding the form is forthcoming.

III. 2016 Net Salary Payment Date Schedule – Billy Rich, Certification and Disbursement Branch (CDB), GESD

A Customer Notification was issued October 9, 2015 regarding Net Salary Payment Dates for Calendar Year 2016. The schedule provides the official pay dates for Direct Deposits and paper checks.

The first business day after payroll processing weekend is the official payment date for Direct Deposit and paper check net salary payments. However, some Financial Institution may post funds prior to the official payment date.

Q: Can NFC send a courtesy notification to alert customers when net salary payments may be delayed?

A: There are various factors involved that could prohibit posting. An issue could arise with Treasury or the Federal Reserve that would cause a delay. NFC is not always aware of these situations. Therefore, it would be difficult to issue a customer notification. Employees should only rely on funds being posted to their bank account on the official payment date.

Q: Employees count on funds being posted on Saturday; can a notice go out when a delay occurs on NFC's end?

A: NFC will take this under advisement.

IV. OPM Community-Wide Projects

- **Project #766433, FEHB Program: Self Plus One Enrollment** – Mike Ferrara, Web Requirements Branch (WRB), GESD

This year Office of Personnel Management (OPM) will implement a new Self Plus One enrollment type under the Federal Employees Health Benefits Program. The new Self Plus One enrollment type will cover an enrollee and one designated family member only.

OPM's Benefits Administration Letters 14-203, 14-213 and 15-205 mandate that agencies and payroll offices modify their systems to process Self Plus One enrollments for the 2015 FEHB Open Season, which will run November 9, 2015 thru December 14, 2015. The requirements for the system modifications are completed and the Functional Requirement Document (FRD) has been posted to the NFC's Home Page.

Customer User Acceptance Testing is currently in progress and will end on November 05, 2015. The system modifications for this project will be implemented in Pay Period 22 to allow Self Plus One Enrollments to be processed for the 2015 FEHB Open Season.

Q: Agency inquired if the new FEHB enrollment codes will be added to the EmpowHR Tables before the upcoming Open Season?

A: NFC will ensure the tables are updated in EmpowHR.

Q: Agency inquired if NFC received the corrected FEHB rates from OPM?

A: Yes. NFC will be uploading the corrected rates.

- **Project #1034904, FEHB Self Plus One Limited Enrollment Period** – Mike Ferrara, WRB GESD

Please note, **Project #1000867** has been changed to **Project #1034904**.

OPM has mandated that Agencies and Payroll Offices modify their systems to allow FEHB enrollees a one-time limited enrollment period to enroll in Self Plus One which will run February 1, 2016 thru February 29, 2016.

The one-time Limited Enrollment Period is intended to allow individuals who miss this year's FEHB Open Season to change their enrollments from Self & Family to Self Plus One. The Limited Enrollment Period is not an extension of the FEHB Open Season. Also, it will not apply to individuals who do not participate in premium conversions because they can decrease their enrollment at any time.

OPM created a Qualifying Life Event Code (QLE) "1Z" which will be used to decrease FEHB enrollments from Self and Family to Self Plus One during the Limited Enrollment Period. NFC is currently developing the requirements for the systems modifications and the Functional Requirement Document (FRD) will be posted on NFC's Home Page upon completion.

The 2016 FEHB rates and the Self Plus One rates are posted on OPM's Website.

- **Project #847315, Affordable Care Act IRS New Requirements** - Pat Martin, Systems Retirements Branch (SRB), GESD

NFC is on track with this project and is waiting for IRS to finalize the instructions for Forms 1094C and 1095C. Once this information is provided, the FRD will be finalized. In addition, NFC is currently testing with IRS's Air System. At this time, testing is not with live data however, we begin using live data to test sometime in November.

- **Project# 735244, Electronic Form W-2** – Donna Speed, Applications Development Directorate (ADD), GESD

This year NFC will continue to mail a paper Form W-2 to employees. However, an option will be available in the Employee Personal Page (EPP) for employees to “opt” out of receiving a paper form. Employees choosing this option will need to print an Electronic Form W-2 from EPP.

NFC is planning to go paperless next year. Agencies should begin preparing and are encouraged to check with their Unions and Head Quarters in preparation for electronic Form W2s.

V. Payroll/Personnel Operations Directorate – James (Jim) Morrissey, Chief, NFC Contact Center (NCC), GESD

- **NFC Call Center**

An overview of the NFC Contact Center (NCC) Fact Sheet was provided. The use of Remedy Requester Console (RRC) has increased.

NCC is working to include more detailed information in the resolution provided on incident tickets. Additionally, customers have the ability to challenge a resolution when they disagree with the information provided. When a resolution is challenged the incident will automatically be reopened. Once an incident is resolved it will be closed after thirteen (13) days if it's not disputed.

- **Remedy Requestor Usage**

An overview of the Remedy Requester Console Quick Reference handout was provided. It was discussed how to create a new request and adding attachments within a request.

Q: Agency requested the email address to send pre-defined password?

A: Agencies should email NCC at NFCcontactcenter@nfc.usda.gov to set-up a password.

Q: Agency inquired who receives the survey and when is it issued?

A: The submitter of the incident receives the survey once the incident has been resolved.

Q: Agency inquired what were the recent changes to the NCC Fact Sheet?
A: The hours of operations changed from 5:30 p.m. to 5:00 p.m. Central Standard Time (CST). In the future, NCC will note a revision date on the Fact Sheet.

VI. Access Management Branch – Ivan Jackson, Sr., Associate Director, Information Technology Security, ITSD

An overview of NFC's Efforts to "Secure Your Data" here at the NFC was provided. Within the last quarter, NFC participated in multiple Cyber Sprint initiatives.

Q: Agency inquired if NFC will require government computers to access EPP?
A: This matter is under advisement and being discussed.

Q: Agency inquired when will a decision be made on the EPP Application?
A: NFC does not have a timeframe on this matter. Periodic updates will be provided.

Q: Agency inquired if a high level summary of the Cyber Sprint Initiatives can be provided?
A: A summary will be provided.

- **Access Management Update** - Gail Alonzo-Shorts, Acting Chief, Access Management Branch (AMB), ITSD

Gail thanked the ASOs who attended the User Group meeting held on September 22, 2015.

An overview of the Access Management handout was presented. Over 120 attendees participated in the User Group meeting. The notes will be posted on Security Corner no later than October 23, 2015.

The highlights for discussion were in the following areas:

- Annual Mandatory Agency Security Officer Refresher Training
- Mandatory Usage of the AD3100 P NFC Security Access Form
- Updates on the NFC, Agency Role Based Security Initiative

The SecureAll Inactivity Process was temporarily disabled in July 2015, to review the process. It was determined the inactivity process was working correctly; however the inactivity reports were incorrectly displaying security information. This issue has been resolved and the process is working as designed.

VII. User Group Updates – Tracey Hoolahan, Chief, CMB, GESD

The Contact Center (NCC) has been added to the agenda for the User Group meetings. NCC will be presenting a Spotlight Corner and “Helpful Tips” for the user community. We encourage all customers to participate in the User Group meetings.

- **EmpowHR User Group**

The EmpowHR User Group meeting was held Tuesday, October 7, 2015. The Options for the History Corrections were presented and discussed. The group was advised this is a Community Wide Software Change Request and NFC is seeking a consensus of their preferred choice. The next meeting is scheduled for Tuesday, January 5, 2016.

- **EPIC User Group**

The EPIC User Group meeting was held Tuesday, October 7, 2015. An update was provided on the FEHB Self Plus One Projects. The next meeting is scheduled for Tuesday, January 5, 2016

- **Reports User Group**

The Reports User Group meeting was held Thursday, October 9, 2015. An update regarding *Insight* Enterprise Reporting ongoing projects was presented. The next meeting is scheduled for Thursday, January 7, 2015.

- **T&A User Group**

The T&A User Group meeting was held Thursday, October 9, 2015. An update was provided on webTA 4.2 and Paycheck 8. The group discussed the importance of timely submissions of T&As and handling of rejected timecards. The next meeting is scheduled for Thursday, January 7, 2015.

VIII. Lagniappe – Tracey Hoolahan, Chief, CMB, GESD

- **Project 1110709 – 2016 Annual Pay Raise Project**

NFC is preparing for the 2016 Annual Pay Raise Kick-Off. A CAPPs Notification regarding the Agency Contact Listing and additional Pay Raise Forms and activities will be forthcoming.

- **Project 1120134 – 2016 Personal Benefit Statement**

A Customer Notification was issued on October 19, 2015, requesting agencies to submit agency specific requirements by Monday, December 14, 2015. CUAT testing is scheduled to begin February 29, 2016 through March 11, 2016.

- **Project 1025788 – 2015 W-2s Acceptance Testing**

A CAPPs Notification was issued on August 17, 2015 regarding the Form W-2, Wage and Tax Statement 2015, Acceptance Testing. The notification contained important dates for participating in the upcoming User Acceptance Testing.

Q: Agency inquired if they want to make change to the Benefit Statement, what is the process?

A: The changes must be submitted on a Software Change Request (SCR) Form.

Tracey thanked everyone for participating in the Customer Satisfaction Campaign. NFC is awaiting the results from the sessions held in September. Additional information will be forthcoming concerning future recommendations and changes.

IX. Agency Comment Period

Q: Agency inquired when will the ABCO Manual be updated?

A: The updates are currently being finalized.

Q: Agency inquired if an employee is on LWOP and has a Health Insurance debt, when will the debt have to be paid, once the employee returns?

A: CMB will research and provide a response.

Q: Agency inquired if a User Group can be created for the Contact Center?

A: NFC recently added NCC Spotlight to the User Group meetings. However, we will discuss with management the possibility of establishing an NCC User Group.

Q: Agency stated it is difficult to navigate and find bulletins on the new NFC's Home Page.

A: NFC plans to host webinar sessions on the redesign in the near future to assist customers with navigation.

X. Closing Remarks – Tracey Hoolahan, Chief, CMB, GESD

Tracey thanked everyone for attending. Meeting adjourned.

<u>CAPPS Participants</u>	<u>NFC Staff</u>
Deborah Berry (FCC)	Tracey Hoolahan
Bob Short (CFTC)	Wardell Jones
DaMischa Phillip (CBO)	Donna Speed
Shirley Sprinkle (DOL)	James Jim Morrissey
Romona Smalls (USCAVC)	Cherie Landry
David Toth (FCA)	Joe Vitale
Cheryl McMillan (OGE)	Alisa Wells
Kim Corey (TR)	Ronald Douglas
Jim Hoebel (DOC)	Lisa Stafford
Crystal Armstrong (DM/OHRM)	Sophia Stewart
Cheryl McElroy (DHS)	Gail Alonzo-Short
Frank Camarillo (USDA)	Ivan Jackson
Tina Williams (AOC)	Pat Martin
Melanie Nini (DHS)	Michael Ferrara
Hans Krein (DOL)	James Knox
Patricia Condon (DHS)	Billy Rich
Cynthia Bryant (LOC)	Francine Murray
Sharon Dawkins (TR)	Anh Lewellen
Takisha Jackson (DHS)	Wendy Moore
Angela Greer (DHS)	Shavon Butler
Melanie Meany (DHS)	Freddie Morris
Angela Cooper (USCP)	Tangie White
Tamaria Rambert (DOC)	Debbie Kennedy
Jingie Miller (AOC)	Kirk Rush
Linda Gardara (ARC)	Client Management Branch Personnel
Jennifer Johnson (IRS)	
Stephanie Forster TR)	
Carman Montero (DOJ)	
LaTasha Mason (USCP)	
Karen Queen (DOJ)	
Linda Beard (ARC)	
Ginny Towe (TR)	
Tajuana Dill (FCC)	
Maria Wennersten (SI)	
Kim Moreland (TR)	