

## **Committee for Agriculture Payroll/Personnel Systems (CAPPS)**

### **January 20, 2016, 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 remaining Action Items resulting from the October 21, 2015 CAPPS meeting. A decision regarding access to EPP from government issued only computers has not been reached. NFC management will be meeting at the end of the week to discuss the results from the Customer Satisfaction Campaign.

**III. 2015 W- 2 Issuance Update** – Carey Turner, Tax and Benefits Processing Branch (TBPB), GESD

The W-2Cs will continue until all are completed.

NFC generated 694, 000 W-2s and 707 are in suspense. On January 15, 2016 the W-2s were uploaded to EPP and Reporting Center.

This year NFC offered the option to go Electronic for W-2s. Over 17,000 employees elected to receive their W-2 electronically. NFC would like to encourage agencies to go paperless because it's more secure than mailing. At this time, we have mailed 375,000 W-2s and the mailing process will continue through January 31, 2016.

NFC plans to begin the W-2C process the first week of February, 2016.

At this time, we have not started mailing the 1095-C Forms to employees. However, they are available in the Employee Personal Page (EPP) and the Reporting Center. This form is for informational purposes only when employees file their individual tax returns. The form is not to be submitted to the IRS.

Q: Are there plans for NFC to mandate electronic W-2s for next year?

A: NFC intends to move to the electronic process in 2016. Management will be meeting to discuss. A Customer Notification will be issued once a decision has been determined.

Q: When can employees expect to receive corrected W-2s?

A: The W-2C system will not be available until the 1<sup>st</sup> week of February. Processing of the W-2Cs will continue until all are completed.

**IV. OPM Community-Wide Projects**

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

OPM has mandated that Agencies and Payroll Offices modify their systems to allow FEHB enrollees to decrease their FEHB enrollments from Self and Family to Self Plus One during a one-time Limited Enrollment Period, which will run from February 1, 2016 thru February 29, 2016.

The one-time Limited Enrollment Period is intended to allow individuals who missed last 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. Only a decrease from Self & Family to Self Plus One within the same plan and option will be allowed during the Limited Enrollment Period. NFC has completed the requirements for the systems modifications and the project is scheduled to be implemented in Pay Period 02.

Q: Will testing be available?

A: Testing will not be available. The form is ready to use on EPP.

Q: When will the FRD be posted to the Home Page?

A: The FRD is being finalized and once completed it will be posted.

Q: What is the effective date of the coverage?

A: The effective date of coverage is the pay period after the election is made.

- **Project #1080250, PPS Security Improvements to NFC EPP** – Alisa Wells, Web Requirements Branch (WRB), GESD

In an ongoing effort to continue to improve the security of the data accessed through NFC applications, NFC is implementing several changes to the Employee Personal Page (EPP).

The following system modifications are being made:

- Increase the maximum password characters
- Increase the temporary passwords to a random mix of alphanumeric and special characters
- Increase the number of security questions
- If a user changes any of their email addresses stored in EPP, a notification email will be sent to the old email address, the new email address and the agency work email address.

- If a user fails to answer their security questions correctly, an email notification will be sent to their agency work email address and the default email address in EPP.
- If a user makes a change to their preferences using their EPP User ID and Password they can change the following:
  - Email Address, Password, Security Questions, User ID, W2 Password, Paper W2 and 1095C.
- Using their PIV E-Auth credentials they can change the following:
  - Email Address, W2 Password, Paper W2 and 1095C.

An email notification will be sent for each change made to the agency work email address and the default email address in EPP. These changes are scheduled to be implemented in pay period 06 with the customer user acceptance testing beginning in pay period 04.

**Action Item:** A Customer Notification regarding the Security Improvements to EPP will be forthcoming.

- **Project #847315, Affordable Care Act IRS New Requirements, IRS Form 1094C and 1095C** - Pat Martin, Systems Retirements Branch (SRB), GESD

The Form 1095-C has been uploaded to the Employee Personal Page (EPP) and the Reporting Center as of January 15, 2016. An overview of the IRS Forms was provided as follows:

- 1094-C Transmittal NFC sends to the IRS.
- 1095-C NFC will provide to all Full-Time employees. This form is for employee's records only.
- 1095-B This form will be provided by the carrier indicating the employee, dependents and benefits covered.

NFC is on target to start sending production data to the IRS by March 31, 2016.

A Bulletin was issued on November 19, 2015 regarding INQUIRY 15-04, Employee Modifications to IRS Form W-2, Wage and Tax Statement and IRS Form 1095-C, Employer Provided Health Insurance Offer and Coverage.

In addition, a CAPPS Notifications was issued January 21, 2016 regarding IRS Form 1095-C Employer-Provided Health Insurance Offer and Coverage. This form is confirmation that full-time employees have been offered health insurance during the previous plan year. The forms are not required to be sent to IRS but you may be asked to present the form to your tax preparer.

## V. Payroll/Personnel Operations Directorate

- **Timely Submission of T&A Reports** - Frank Joshua, Payroll Processing Branch PaPB, GESD

Frank announced Mr. Kevin Benit, Section Head over CV-08 retired on January 8, 2016, after 28 years of services. Ms. Christy Pichon is currently the acting Section Head over CV-08.

As a reminder all Time and Attendance (T&A) Reports should be validated, certified and transmitted by close of business on the Tuesday following the end of the bi-weekly pay period. Compliance with this requirement will ensure employees receive salary payments as scheduled.

NFC will modify the PAYE processing schedule for Pay Periods (PP) 02, 03, 04, 05, and 07. For these PPs, Accounting Interface files and reports for week 01 will be created and transmitted on Saturday instead of Friday. NFC will run the regular Thursday and Friday PAYE processing schedule for all other PPs. In addition, only 3 Pay Periods, have a holiday in the PAYE processing week (Memorial Day (PP10), Labor Day (PP17) and Christmas Day (PP25)). These dates will be noted in the PAYE Processing Schedule.

**Action Item:** A Customer Notification regarding the 2016 PAYE Processing Schedule will be issued within the next three to five days.

The 2015 W-2s are now available. NFC anticipates an increase in SPPS request for W-2Cs. Therefore, the Payroll Processing Branch (PaPB) is requesting that agencies provide detailed information regarding why a W-2C is needed. This will allow timely response to all W-2C requests however, those submitted without details will delay the processing time.

PaPB has noticed a trend in SPPS requests for large volume adjustments. Agencies can reach out to their PaPB contact or their Client Management Branch (CMB) Customer Service Representative for guidance. This will allow NFC to determine how to process the adjustment timely and accurately. Submission of these types of adjustment via multiple SPPS request will delay and/or prevent the processing of the adjustments.

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

The next Agency Security Officer (ASO) User Group meeting will be held February 17, 2016. All ASPs are encouraged to participate. These meeting are a great opportunity to create security dialogue.

On January 16, 2016, NFC updated over 17, 000 accounts and continues to strengthen Security. Additional information will be provided during the ASO meeting.

The Time Share Capability was implemented January 16, 2016. A Customer Notification regarding the Security Enhancement was issued to the ASOs on January 15, 2016.

An overview of Security Access metrics from October 1, 2015 through December 31, 2015 was provided. Security received 2, 444 request and 83.1% were processed within 5 days.

- 2031- within 5 days
- 331- within 6 to 10 days
- 77- within 11 to 30 days
- 5 - over 30 days

Q: Was the Time Share Option made available to ASO's?

A: An email was sent to the ASO's regarding the Designation Form on January 15, 2016. This will be researched and a response will be provided.

Several customers stated they did not receive the email from security. Gail requested that customers who did not receive the notification send an email to the Security mailbox at [nfc.aso@nfc.usda.gov](mailto:nfc.aso@nfc.usda.gov). Only agencies that have an Official Designation Form on file as a Designated ASO should send an email.

## **VII. *Insight Enterprise Reporting Solution* - Tracey Hoolahan, Chief, CMB, GESD**

The MASC and TMGT elements have not been migrated to production. Currently, internal security testing is being performed. Additional information will be provided once the elements have implemented.

During the Reports User Group (RUG) meeting it was requested that NFC provide an Outstanding Projects Report for Insight. NFC plans to share this information by the end of the week. Additionally, all *Insight* Projects are included on the Project Review Team (PRT) Reports issued bi weekly.

NFC is currently defining the requirements for the Daily T&A Data and archive Solutions.

Internal testing for the Large Data Downloads is taking place. Customer User Acceptance Testing (CUAT) will begin next month. A Customer Notification will be forthcoming.

NFC has completed 95% of the analysis of the CULPRTs Data. Once the analysis has been completed the information will be shared with the group.

Office Hours will be on January 28, 2016 and customers can participate in the “Real Time SQL Joins *Insight* Training”. Appointments will be sent out shortly.

Q: Agency inquired if there was an issue with FOCUS?

A: NFC will research the issue and provide a response to the CAPPS Community. Additionally, we will follow-up on the Customer Notification related to TSO.

Agencies reported receiving an error message stating “Access Denied” when trying to access FOCUS. A work around was provided to those users receiving this same error message:

- Select TSO and type Batch Foc at the Ready Prompt

#### VIII. **User Group Updates** – Carolyn Landeche, Client Management Branch (CMB), GESD

The 2<sup>nd</sup> Quarter User Group meetings were held during the 1<sup>st</sup> week of January 2016.

- **EmpowHR User Group**

The EmpowHR User Group meeting was held Tuesday, January 5, 2016. An overview of the CI Tool was presented to the group. The next meeting is scheduled for Tuesday, April 5, 2016.

- **EPIC User Group**

The EPIC User Group meeting was held Tuesday, January 5, 2016. An update was provided regarding Project #1080250, Security Improvements to NFC, Employee Personal Page (EPP). The next meeting is scheduled for Tuesday, April 5, 2016.

- **Reports User Group**

The Reports User Group meeting was held Thursday, January 7, 2016. The topics of discussion included updates regarding *Insight* Enterprise Reporting, CULPRPT reports and the sunset of Focus. The next meeting is scheduled for Thursday, April 7, 2016.

- **T&A User Group**

The T&A User Group meeting was held Thursday, January 7, 2016. Updates regarding webTA 4.2 and Paycheck 8 were discussed, along with Timely Submissions of Time and Attendance (T&A) Data. The next meeting is scheduled for Thursday, April 7, 2016.

Within all the User Group meetings the Contact Center highlighted inquires statistical information and the importance of completing the surveys once tickets are resolved.

**IX. Lagniappe – Tracey Hoolahan, Chief, CMB, GESD**

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

99% of the NOA 894's were processed without errors. Any errors regarding the 894's should be resolved by the agency.

Please note: a PINE Pass was not scheduled to run on January 19<sup>th</sup> due to the Annual Pay Raise Project. The next PINE Pass will run on January 20<sup>th</sup>. A Customer Notification regarding this information was issued Monday, January 20, 2016.

A Customer Notification regarding Wage Grade Updates was issued on January 20, 2016. NFC plan to have the tables updated this week.

Q: Is NFC ready to receive the 894's file?

A: NFC will confirm with development and provide a response.

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

Customer User Acceptance Testing (CUAT) for validating the 2016 Benefits Statements is scheduled to begin Monday, February 29, 2016 through March 11, 2016.

- **Customer Satisfaction Campaign:**

NFC management will meet on Friday, January 22, 2016 to review the analysis document. NFC received feedback on several areas including:

- Client Management Branch (CMB)
- Software Change Request (SCR) Process
- NFC Contact Center (NCC)
- Debt Management

NFC appreciates your participation and feedback on this initiative.

**X. Agency Comment Period**

Q: When will agencies receive guidance regarding OPM – Benefits Administration Letter (BAL) Termination of Plan Option?

A: NFC will research and provide a response

The next CAPPs meeting will be held on Wednesday, April 20, 2016.

**XI. Closing Remarks – Tracey Hoolahan, Chief, CMB, GESD**

Tracey thanked everyone for attending. Meeting adjourned.

| <b>CAPPS Participants</b>   | <b>NFC Staff</b>            |
|-----------------------------|-----------------------------|
| Deborah Berry (FCC)         | Tracey Hoolahan             |
| David Smith (FBI)           | Wardell Jones               |
| Linda Gandara (ARC)         | John Faciane                |
| Shirley Sprinkle (DOL)      | Adrienne Riviere            |
| Karen Queen (DOJ)           | Cherie Landry               |
| Carman Montero (DOJ)        | Frank Joshua                |
| Cheryl McMillan (OGE)       | Alisa Wells                 |
| Jim Hoebel (DOC)            | Josie Stovall               |
| Crystal Armstrong (DM/OHRM) | Lisa Stafford               |
| Jennifer Johnson (IRS)      | Terre Duffy                 |
| Stephanie Forster TR)       | Gail Alonzo-Short           |
| Cynthia Bryant (LOC)        | Ivan Jackson                |
| Sharon Dawkins (TR)         | Pat Martin                  |
| Angela Cooper (USCP)        | Michael Ferrara             |
| Tamika Ferguson (USPTO)     | Carey Turner                |
| Oswald White (USPTO)        | Francine Murray             |
| Natalie Tyce (FDIC)         | Anh Lewellen                |
| Trisha Christian (SBA)      | Freddie Morris              |
| Leigh Johnson (DHS)         | Wendy Moore                 |
| Linda Beard (ARC)           | Shavon Butler               |
| Melanie Meany (DHS)         | Kathy McDuffie (NEA)        |
| Angela Greer (DHS)          | Maria Wennersten (SI)       |
| Tamaria Rambert (DOC)       | Ron Alexander (SI)          |
| Jingie Miller (AOC)         | Lauro Garcia (DM)           |
| Melanie Nini (DHS)          | Client Management Personnel |
| Takisha Jackson (DHS)       |                             |
| Hans Krein (DOL)            |                             |
| Patricia Condon (DHS)       |                             |
| David Toth (FCA)            |                             |
| Latasha Mason (USCP)        |                             |
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