DOE NYCAPS Central Communications, 12/16/08

Process: Return from Leave and Change of Pay Bank
Audience: All HR Representatives; T.O. User

When an Occupational Therapist or Physical Therapist (OT/PT) returns from a leave of absence without pay, and is simultaneously changing their payroll bank (from H to Z, or Z to H), it is important to note that two separate transactions must be initiated. You must make sure that the two transactions take place in the correct order, as described in the steps below.

1. Confirm that the effective dates for the return from leave transaction and the change of payroll transaction match each other.

2. Create a Position/Job Id for the return to the PRIOR status/position (same bank). ***NOTE:*** *Do not initiate the return from leave transaction yourself. The return from leave transaction is processed by HR Connect's Leaves Administration and rolls over to APRL.*

3. Create a new Position/Job Id for the NEW position/pay bank.

4. Initiate the Data Change transaction to move the employee to the new pay bank (either H to Z bank, or Z to H bank).

Reminder: Logging a ticket (service request/SR#) with DOE NYCAPS Central
Audience: All NYCAPS Users

DOE NYCAPS Central customer service representatives (CSRs) are required to collect transaction information in order to successfully log and escalate a NYCAPS service request. Even though the process may seem lengthy, it is important that the CSRs collect this information when you first log your service request in order to ensure that the owner of your issue has all the information they need to research your issue.

When you first call, the CSR will determine whether you are performing a transaction for an employee. This question is important for ticket tracking. If you are calling about a situation that is specific to an employee transaction, the CSR will open the service request under that employee's name. However, if you have a general question, or are asking about yourself, then the CSR will open the service request under your name. Because DOE NYCAPS Central uses Social Security number or EmplID to locate employees in our database, CSRs will ask you for your, or the employee's, SSN or EmplID. Please be assured that the CSR is asking for this information so that they can locate the appropriate record in our database.

After the service request has been opened, the CSR will ask you for the following information. This information will expedite the research into your issue, so please be prepared to share this information when you contact DOE NYCAPS Central.

- **Requestor Phone #**: This is your phone number, for follow-up purposes
- **Requestor E-mail Address**: This is your email address, for follow-up purposes
- **Employee Name**: This is the name of the employee associated with the transaction.
- **Employee SSN**: This is the SSN for the employee associated with the transaction.
- **Empl ID**: This is the EmplID or Applicant ID for the employee associated with the transaction.
- **Job ID**: If the transaction requires a Galaxy Job ID, please provide that Job ID.
- **Effective Date**: This is the effective date of the transaction you are attempting.
- **Job Title**: This is the job title associated with the transaction you are attempting.

- **Salary**: This is the salary associated with the transaction you are attempting.
- **Action Reason**: This is the 3-character Action Code and 3-character Reason Code you used to enter the transaction in NYCAPS.
- **Transaction Details**: Please provide any details of the transaction that might assist the NYCAPS experts in researching your issue.
- **Error Message**: Please provide the error message verbatim, if applicable.

Reminder: Applicant IDs and EmplIDs
Audience: HR Representatives

Applicant IDs are automatically assigned to each applicant entered in NYCAPS. It is important to verify that you have saved all pages of applicant data in NYCAPS to prevent duplicate record errors.

Once an Applicant ID is linked to a requisition and the pre-employment process (including acceptance of the job offer) is complete, the applicant is ready for hire. It is at the point of hire (when the applicant data is entered into the **Applicant Hire** page in NYCAPS) that an Employee ID (EmplID) is generated by NYCAPS. When the EmplID is created, all the applicant data is copied into the employee record. This EmplID will be used in NYCAPS, APRL, PMS, and Cybershift, and will follow the employee through their City career. Although the Applicant record and Applicant ID are not needed after the EmplID is generated, the Applicant ID will still be attached to the employee's record.

New Process: APRL Follow-up on NYCAPS Transactions
Audience: All HR Representatives

A day following the successful completion of a NYCAPS transaction (including approvals), you must check the **APRL Function 08 - Inquiry** screen to verify that the transaction rolled over successfully. If the transaction has not rolled over to APRL after two (2) business days, you may contact DOE NYCAPS Central to log a ticket (service request/SR).

When the transaction rolls to APRL, the payroll office will verify that the overall transaction, including codes for the transaction, is in sync and accurate before finalizing the action. Please do not log a ticket for APRL transactions that are PENDING.

New Functionality: Justification Spell Check
Audience: HR Representatives

The "Justification" section on the **Employee Transactions**, **Job Requisition**, and **Job Offer** pages in NYCAPS has been enhanced to include spell-check functionality. To spell-check an entry in the "Justification" section, click on the spell check icon on the lower left-hand corner.