

Fiori Employment Verification Letter Custom Tile at City of Mississauga

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City of Mississauga



Agenda

About Mississauga

Employment Verification Letter

- Background/business need

- Requirements/solution—high level

- Solution—ERP, letter, Fiori

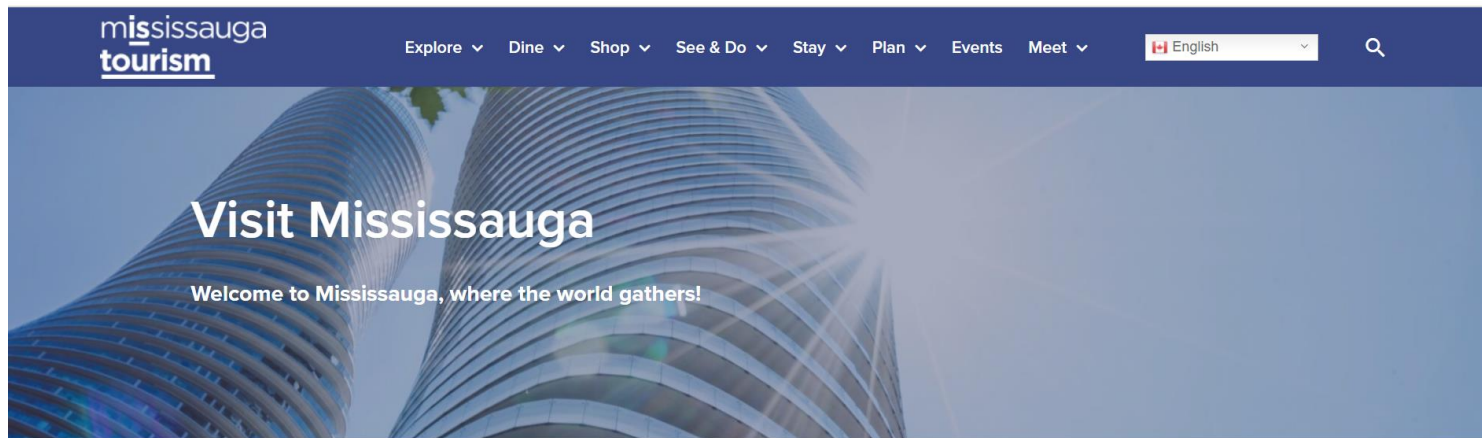
Change management

Key Learnings

Questions

About Mississauga

<https://www.visitmississauga.ca/about-mississauga/>



Welcome to Mississauga



Mississauga is Canada's sixth largest city, located in Southern Ontario on the beautiful waterfront of Lake Ontario. Conveniently a 30-minute drive from downtown Toronto, Mississauga is also within close reach of Niagara Falls and other day trips and less than 90 minutes from the US border. With so much to see and do, Mississauga has something for everyone! Come visit us, and see for yourself.

City of Mississauga: Who we are

- 6th largest city in Canada, 3rd largest in Ontario, over 700,000 residents
- Home of Toronto Pearson Airport
- A great place to live, work and play
- Over 7,000 union and non-union employees across 5 departments
 - Community Services (e.g. Fire, Library, Recreation, Parks & Forestry)
 - Corporate Services (e.g. IT, Finance, HR)
 - Transportation & Works (e.g. Transit, Works, Enforcement)
 - Planning & Building (e.g. Building, Development & Design)
 - City Manager's Office (e.g. Legal, Strategic Communications & Initiatives)

SAP at the City



= First Canadian Municipality



- 1995: SAP live with FI/CO and MM on R3
- 2007: Migrated to ECC 6
- 2010: Migrated PeopleSoft to SAP HCM including Portal ESS and MSS
- 2013: ECC Enhancement Pack 6
- 2014: Upgraded BOBJ to 4.1
- 2014: HR Processes and Forms (ESS Personal Info Change, Personnel MSS)

Authorization Form on



- 2015: Fiori Leave Tiles
- 2016: Fiori My Paystubs, BOBJ to 4.2 and Lumira
- 2017: SuccessFactors (SF) Talent modules (Rctg/Onbdg, etc.) project start



- 2018: SF CDP live March, Recruiting and Onboarding live July
- 2019: SF PMGM live February, Succession live March
- 2020: SF Compensation live February
- 2021: My Tax Forms internally developed custom tile (February)
- 2021: Migrated to S4 1809 (May), addition of T4 to My Tax Forms (September)
- 2022: Employment Verification Letter (August)

Background/business need

- City's success with Fiori including developed tiles has opened up possibilities for deploying info to employees
- HR and almost all large firms interested in allowing employees to easily generate a City Employment Verification Letter (EVL)
- Past process (~500/year)
 - employees fill in a form sent to HR who customize the info in a few templates and issue to the employee
- EVL is often requested by banks and other stakeholders to verify employment status
- SAP has no standard EVL in its tile catalog

Requirements/Solution—high level

- HR wants/needs:
 - An ability to verify another employee's EVL or produce an EVL for former employees (terminated, retired, etc.) as of a key date
 - An ability for all active employees to access their own EVL using a Fiori tile
 - A pop-up reminder to give further info
- Some specific City scenarios are handled in the EVL:
 - Multiple job under one employee number
 - Multiple employee numbers (i.e. multiple jobs)
 - Part time Step Progression salary rate calculation

Conditional formatting for employee subgroups, unions, etc.

Employee Subgroup (FT=Full Time, PT=Part Time)

P1 Perm. Hourly FT
P2 Perm. Hourly PT
P3 Perm. Salaried FT
P4 Perm. Salaried PT
T1 Temp. Hourly FT
T2 Temp. Hourly PT
T3 Temp. Salaried FT
T4 Temp. Salaried PT
T5 Temp. Budget Contract

Union – mentioned in letter if part of any union

Fire – Special Fire Allowance for past 12 months (if > \$0)

Step progression – for non-union, temporary (can be second job)

Step Progression

Step Progression salary rate (for non-union, temporary employees)

- calculated with an existing tcode ZHR_STEP_PROG depending on if there is any attendance.

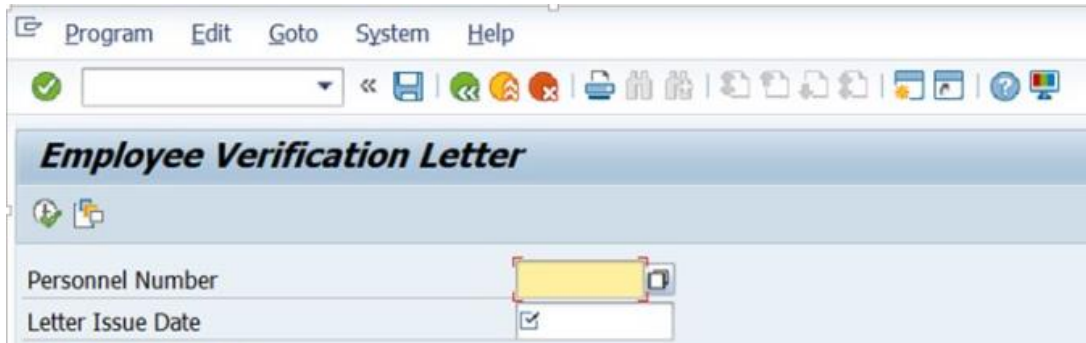
If PA0001-WERKS/BRTRL(Personnel Area/Personnel Subarea) = CM99/0045, PA0007-KZTIM (additional time indicator) = X.

Step Progression rate cannot be found with ZHR_STEP_PROG_AUDIT if no IT2002 (attendance) in previous month

Tcode for HR staff (SAP GUI)- phase 1*

Tcode (Transaction code) ZEVL was created

- uses one letter template in Smartform instead of multiple templates
 - EVL generation (occasional employee request)
 - EVL re-generation (verification of accuracy as of a date)



Program Edit Goto System Help

Employee Verification Letter

Personnel Number

Letter Issue Date

*Phase 1: allowed HR to test functionality and easily produce an EVL prior to Fiori tile

EVL examples:

Perm. Salaried FT/PT
(P3 & P4, non union):

Note: all names scrambled
and start dates, position
titles and hourly
rates/salaries redacted



City of Mississauga
Human Resources Division
300 City Centre Drive
Mississauga, ON L5B 3C1
www.mississauga.ca

April 22, 2022

To whom it may concern:

This letter will confirm that Laura López has been employed by the City of Mississauga since [REDACTED]

Laura is currently employed as a [REDACTED] in the Corporate Services Department, on a full time permanent basis working 35.00 hours per week with an annual salary of [REDACTED] paid bi-weekly.

The City also offers a generous benefit package including: Extended Health and Dental Care, Life Insurance, Disability Coverage, Pension and more.

I trust this to be satisfactory for your purposes. Should any other information be required, please do not hesitate to reach out to AskHR@mississauga.ca or 905-615-3200 ext. 3737.

Regards,

Human Resources Division
City of Mississauga

EVL examples:

Perm. Salaried FT:

(P3 & P4, Union,

Fire w/ Special Allowance)



City of Mississauga
Human Resources Division
300 City Centre Drive
Mississauga, ON L5B 3C1
www.mississauga.ca

April 22, 2022

To whom it may concern:

This letter will confirm that Jacob Garcia has been employed by the City of Mississauga since [REDACTED]

Jacob is currently employed as a [REDACTED] in the Community Services Department, on a fulltime permanent basis working 40.00 hours per week with an annual salary of [REDACTED] paid bi-weekly.

Jacob is a member of Fire union.

Jacob also receives Special Allowance. In the previous year, the special allowance was [REDACTED]

The City also offers a generous benefit package including: Extended Health and Dental Care, Life Insurance, Disability Coverage, Pension and more.

I trust this to be satisfactory for your purposes. Should any other information be required, please do not hesitate to reach out to AskHR@mississauga.ca or 905-615-3200 ext. 3737.

Regards,

Human Resources Division
City of Mississauga

EVL examples:

Perm. Salaried FT:

(P3 & P4, Union,

Fire **without**

Special Allowance)



City of Mississauga
Human Resources Division
300 City Centre Drive
Mississauga, ON L5B 3C1
www.mississauga.ca

February 8, 2011

To whom it may concern:

This letter will confirm that Jason López has been employed by the City of Mississauga since [REDACTED]

Jason is currently employed as a [REDACTED] in the Community Services Department, on a full time permanent basis working 42.00 hours per week with an annual salary of [REDACTED] paid bi-weekly.

Jason is a member of Fire union.

The City also offers a generous benefit package including: Extended Health and Dental Care, Life Insurance, Disability Coverage, Pension and more.

I trust this to be satisfactory for your purposes. Should any other information be required, please do not hesitate to reach out to AskHR@mississauga.ca or 905-615-3200 ext. 3737.

Regards,

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City of Mississauga

EVL examples:

Perm. Hourly FT/PT (P1
& P2):



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300 City Centre Drive
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September 18, 2022

To whom it may concern:

This letter will confirm that William Salvatore Cameron has been employed by the City of Mississauga since [REDACTED]

William is currently employed as a [REDACTED] in the Transportation and Works Department, on a full time permanent basis working 40.00 hours per week with an hourly rate of [REDACTED] paid bi-weekly.

William is a member of ATU union.

The City also offers a generous benefit package including: Extended Health and Dental Care, Life Insurance, Disability Coverage, Pension and more.

I trust this to be satisfactory for your purposes. Should any other information be required, please do not hesitate to reach out to AskHR@mississauga.ca or 905-615-3200 ext. 3737.

Regards,

Human Resources Division
City of Mississauga

EVL examples:

Perm. Hourly PT/FT
(P2 & P1, Union):



City of Mississauga
Human Resources Division
300 City Centre Drive
Mississauga, ON L5B 3C1
www.mississauga.ca

February 8, 2011

To whom it may concern:

This letter will confirm that Jacob Grant has been employed by the City of Mississauga since [REDACTED]

Jacob is currently employed as a [REDACTED] in the Transportation and Works Department, on a full time permanent basis working 40.00 hours per week with an hourly rate of [REDACTED], paid bi-weekly.

Jacob is a member of ATU union.

The City also offers a generous benefit package including: Extended Health and Dental Care, Life Insurance, Disability Coverage, Pension and more.

I trust this to be satisfactory for your purposes. Should any other information be required, please do not hesitate to reach out to AskHR@mississauga.ca or 905-615-3200 ext. 3737.

Regards,

Human Resources Division
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EVL examples:

Temp. Hourly FT:
(T1, Union):



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Human Resources Division
300 City Centre Drive
Mississauga, ON L5B 3C1
www.mississauga.ca

April 12, 2022

To whom it may concern:

This letter will confirm that Betty Williams has been employed by the City of Mississauga since [REDACTED]

Betty is currently employed as a [REDACTED] in the Transportation and Works Department, on a full time temporary basis with an hourly rate of [REDACTED] paid bi-weekly for hours worked.

Betty is a member of CUPE [REDACTED] union.

I trust this to be satisfactory for your purposes. Should any other information be required, please do not hesitate to reach out to AskHR@mississauga.ca or 905-615-3200 ext. 3737.

Regards,

Human Resources Division
City of Mississauga

EVL examples:

Multiple employee numbers
(both Temp. Hourly PT -T2,
multiple jobs):



City of Mississauga
Human Resources Division
300 City Centre Drive
Mississauga, ON L5B 3C1
www.mississauga.ca

January 1, 2018

To whom it may concern:

This letter will confirm that Nancy Martínez has been employed by the City of Mississauga since [REDACTED].

Nancy is currently employed as a [REDACTED] in the Community Services Department, on a part time basis with an hourly rate of [REDACTED] paid bi-weekly for hours worked.

In addition, Nancy also works in the following part-time positions on a temporary part-time basis since [REDACTED]

Position Title	Department	Hourly Rate
[REDACTED]	Community Services	\$ [REDACTED]

I trust this to be satisfactory for your purposes. Should any other information be required, please do not hesitate to reach out to AskHR@mississauga.ca or 905-615-3200 ext. 3737.

Regards,

Human Resources Division
City of Mississauga

EVL examples:

Multiple employee numbers (first Perm Salaried FT (P3) - can be other EE Subgroups, second job with step progression 0 - no display of table)



City of Mississauga
Human Resources Division
300 City Centre Drive
Mississauga, ON L5B 3C1
www.mississauga.ca

April 22, 2022

To whom it may concern:

This letter will confirm that Sandra Miller has been employed by the City of Mississauga since [REDACTED].

Sandra is currently employed as a [REDACTED] in the Community Services Department, on a full time permanent basis working 35.00 hours per week with an annual salary of [REDACTED], paid bi-weekly.

The City also offers a generous benefit package including: Extended Health and Dental Care, Life Insurance, Disability Coverage, Pension and more.

I trust this to be satisfactory for your purposes. Should any other information be required, please do not hesitate to reach out to AskHR@mississauga.ca or 905-615-3200 ext. 3737.

Regards,

Human Resources Division
City of Mississauga

EVL examples:

One Temp. Hourly PT (T2)
employee number with
multiple jobs:



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300 City Centre Drive
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April 22, 2022

To whom it may concern:

This letter will confirm that Jason Rodríguez has been employed by the City of Mississauga since [REDACTED]

Jason is currently employed as a [REDACTED] in the Community Services Department, on a part time basis with an hourly rate of [REDACTED] paid bi-weekly for hours worked.

In addition, Jason also works in the following part-time positions on a temporary part-time basis.

Position Title	Department	Hourly Rate
[REDACTED]	Community Services	[REDACTED]
[REDACTED]	Community Services	

I trust this to be satisfactory for your purposes. Should any other information be required, please do not hesitate to reach out to AskHR@mississauga.ca or 905-615-3200 ext. 3737.

Regards,

Human Resources Division
City of Mississauga

Verification of EVL (by HR staff)

Letters from different dates (change of employment):



City of Mississauga
Human Resources Division
300 City Centre Drive
Mississauga, ON L5B 3C1
www.mississauga.ca

February 7, 2022

To whom it may concern:

This letter will confirm that Kimberly Jackson has been employed by the City of Mississauga since [REDACTED].

Kimberly is currently employed as a [REDACTED] in the Corporate Services Department, on a full time temporary basis with an hourly rate of [REDACTED] paid bi-weekly for hours worked.

I trust this to be satisfactory for your purposes. Should any other information be required, please do not hesitate to reach out to AskHR@mississauga.ca or 905-615-3200 ext. 3737.

Regards,

Human Resources Division
City of Mississauga



City of Mississauga
Human Resources Division
300 City Centre Drive
Mississauga, ON L5B 3C1
www.mississauga.ca

April 12, 2022

To whom it may concern:

This letter will confirm that Kimberly Jackson has been employed by the City of Mississauga since [REDACTED].

Kimberly is currently employed as a [REDACTED] in the Corporate Services Department, on a full time permanent basis working 35.00 hours per week with an annual salary of [REDACTED] paid bi-weekly.

The City also offers a generous benefit package including: Extended Health and Dental Care, Life Insurance, Disability Coverage, Pension and more.

I trust this to be satisfactory for your purposes. Should any other information be required, please do not hesitate to reach out to AskHR@mississauga.ca or 905-615-3200 ext. 3737.

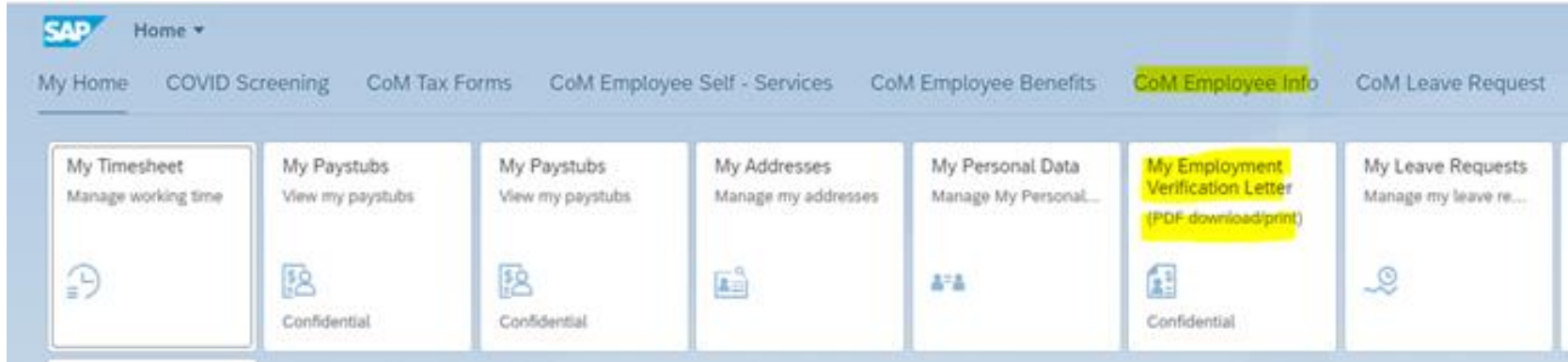
Regards,

Human Resources Division
City of Mississauga

New FIORI tile for EVL – phase 2

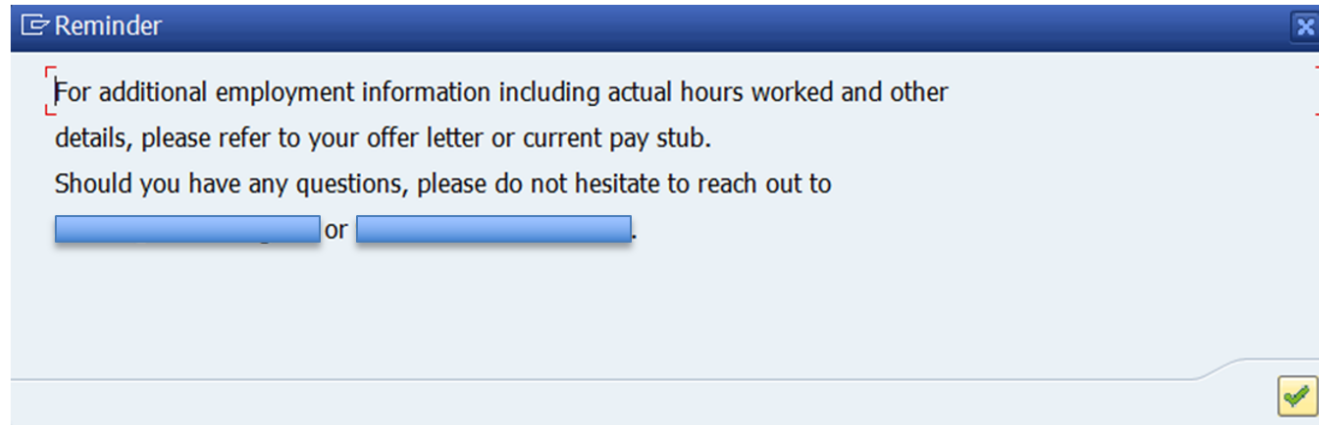
SAP FIORI tile for employees was created to generate EVL by calling Tcode ZEVL

- the Employee Number is retrieved with SAP User ID



Reminder message in FIORI

HR wanted a reminder with additional info and to provide HR contact info (questions, issues)




Reminder

For additional employment information including actual hours worked and other details, please refer to your offer letter or current pay stub.

Should you have any questions, please do not hesitate to reach out to

or



Change Management:

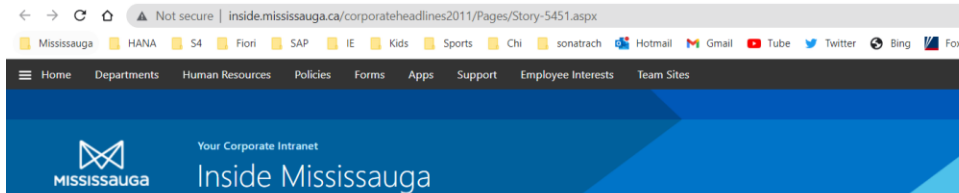
- City staff have used Fiori for pay statement
 - good familiarity with using tiles
- Staff transferred time to QA using Accenture Clone & Test and ran process with good data in QA
- HR normally communicates with employees on EVL so employees were naturally expecting info
- Team created job aid and FAQs to help employees use and print if needed

Change Management:

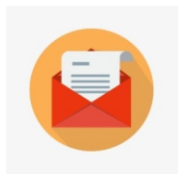
- Deployed GUI Tcode early for HR to test out functionality (phase 1—June 2022)
- Deployed Fiori tile after testing of Tcode by HR (phase 2—August 2022)

Fiori Roll out - communication

HR created a job aid and FAQs to help employees use the EVL



Generate Your Employment Verification Letter Today!



Exciting news! City of Mississauga Employees are now able to generate their own Employment Verification Letters.

This new feature is meant to provide immediate assistance to employees who require an Employment Verification Letter.

To generate your Employment Verification Letter (EVL), please visit SAP Fiori and click the tile titled **"My Employment Verification Letter"** under the **"CoM Employee Info."** Please refer to the [FAQ](#) and [Job Aid](#) for more information on this new change.

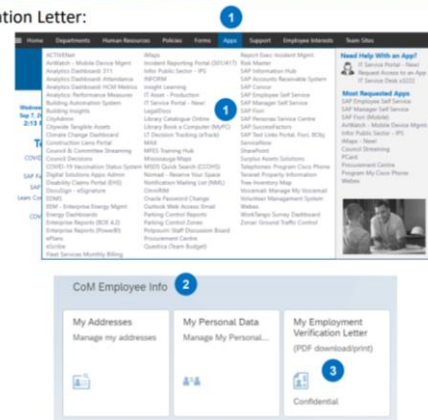
If users have any general inquiries or need assistance, they should contact AskHR at 905-615-3200 x3737 or email askhr@mississauga.ca, Monday to Friday from 8

a.m. to 6 p.m.

Accessing your Employment Verification Letter:

Employees can now access their own Employment Verification Letter (EVL) instantly in SAP Fiori. Employment Verification Letters generate information about an employee's employment such as start date, position title, weekly working hours and salary.

- 1 Access SAP Fiori through **Inside Mississauga**. The application will be listed under the **Apps** menu.
- 2 On the SAP Fiori home page, locate the **CoM Employee Info** section.
- 3 Click on the **My Employment Verification Letter** tile.



Key Learnings and Benefits:

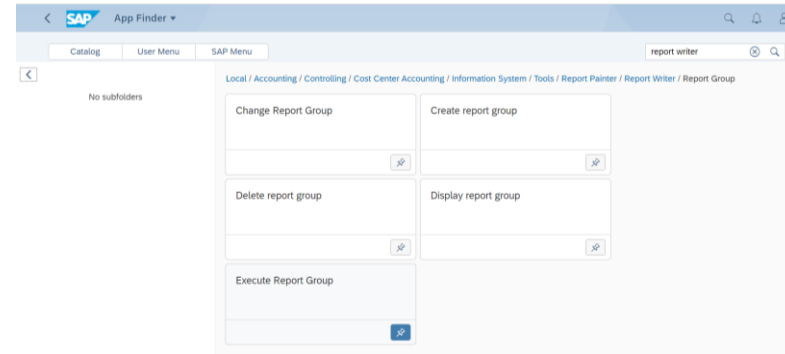
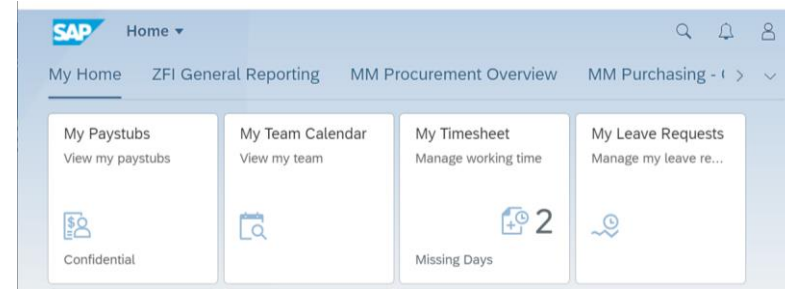
- Able to deploy a custom tile and transaction within a relatively short period of time
- Deployment in 2 phases allowed HR to familiarize themselves and verify information before employees could generate their own
 - Efficiency savings for HR
 - Quality assurance of the EVL

Next steps for City:

- Created T2200 long form tile (allowances); now deployed to business
- May develop a tile to gather consent or other info from employees (e.g. United Way campaign, etc.)
- May develop a tile to display info for employees (e.g. employee directory)
- Deployment of other development tools ([eclipse](#), ADT, etc.)

Bonus info:

- SAP may not have shared this info widely
 - Users can put favourite tiles in My Home—saves time, avoids scrolling, searching
 - Ability to create tiles to launch GUI transactions and avoid native tile development e.g. GR55 Report Writer, EVL, etc.
 - Ability to launch SAP GUI for html in Fiori



Questions?

City of Mississauga noteworthy architecture:

‘Marilyn’ buildings on Hurontario (earlier in presentation)

‘Zig-zag’ buildings in M City development (pictured to right)

- Contact info:
 - darren.headrick@mississauga.ca
 - Project Manager, SAP Development Support

