



General Payroll Intake Job Aid:

TSA Employee

September 2022

Document Control Information History

The table below captures the historical changes made to this document to provide transparency and traceability.

Document Information

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Document Edit History

Rev.	Date	Changes Made by	Reviewed by	Section(s) Effected	Summary of Changes

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Overview

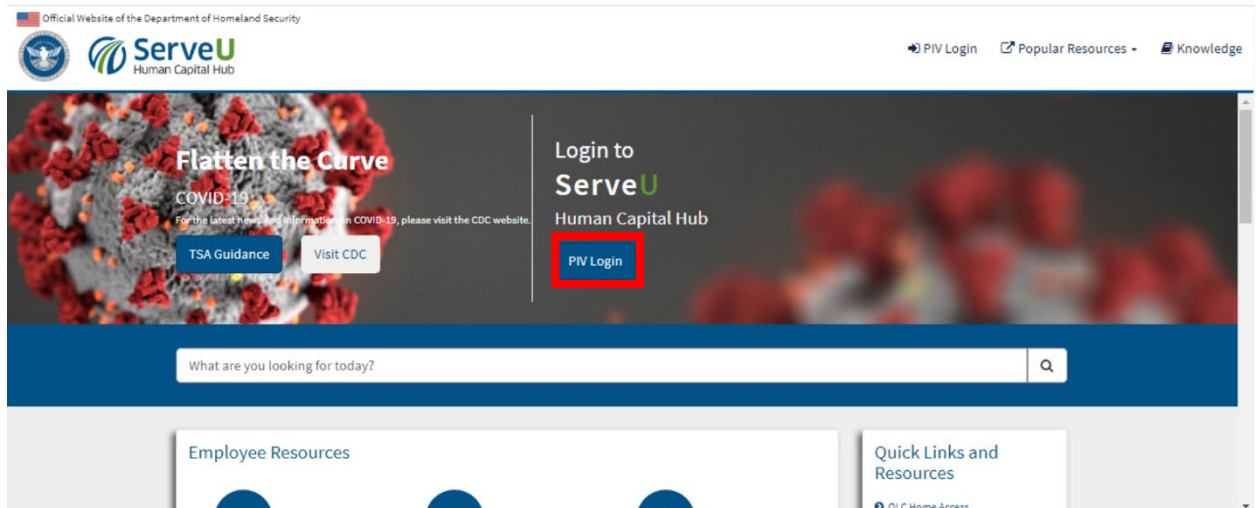
This job aid outlines the required steps for TSA Employees with GFEs or PIV Card readers to initiate payroll requests on their own behalf, ultimately promoting self-service. This highlights the various steps employees will need to navigate when using ServeU, including all screens, buttons, and fields they will interact with as they initiate a request.

Roles & Responsibilities

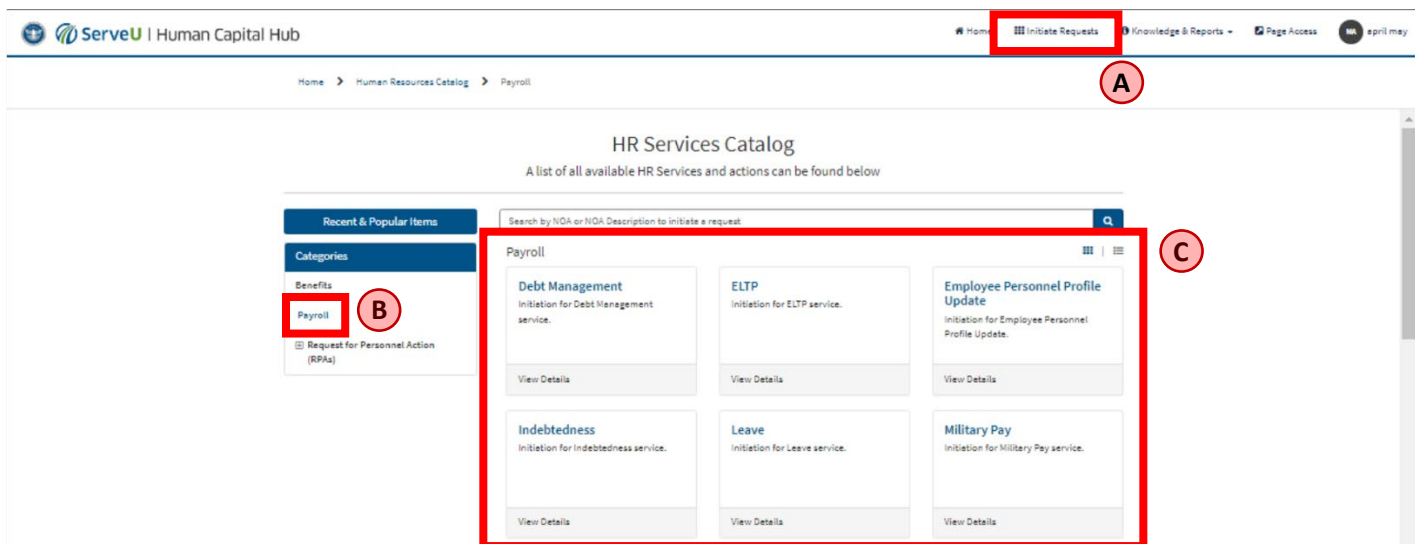
TSA Employees with GFEs or PIV Card readers will be responsible for initiating payroll requests on their own behalf. They can initiate requests through the “Initiate Request” button located at the top header on the ServeU homepage.

Initiating a Payroll Request

1. Navigate to <https://hcec.tsa.dhs.gov>, click “PIV Login,” and log into ServeU using your PIV card.



2. From there, you will be redirected to the ServeU homepage. To access all available payroll request options and initiate a request:
 - a. Click “Initiate Requests” at the top of the screen.
 - b. From there, you will be redirected to the HR Services Catalog. On the left-side pane, click on the “Payroll” category.
 - c. In doing so, boxes will appear on the right side with all HR Services.



3. Select the HR service that you’d like to make a request for. From there, you will be redirected to a payroll request form.
 - a. In Section 1, “Select Employee,” your name will auto-populate.
 - b. In Section 2, “Employee’s Information,” the following data fields will automatically populate: Employee First Name, Employee Middle Name,

Employee Last Name, Date of Birth, SSN, Street Address, City, State, Position Title, Pay Plan, Occupational Code, Employment Status Code, Employment Status Code Descriptor, Airport Code, Region, TSA Email, Service Comp Date, Entrance on Duty Date, Personnel Office Identifier, and Tour of Duty Hours.

c. Please note that this information will be grayed out and non-editable.

Debt Management
Initiation for Debt Management service.

A 1. Select Employee
Select the employee to initiate general payroll intake request.

Employee:
may, april

B 2. Employee's Information
The following employee information has been pre-populated based on the data TSA has on file. If the information is inaccurate or out-of-date, it should be updated accordingly

Employee First Name april	Position Title
Employee Middle Name	Pay Plan
Employee Last Name may	Occupational Code
Date of Birth	Employment Status Code
SSN 123456789	Employment Status Code Descriptor
Street Address 1	Airport Code
Street Address 2	Region
City	TSA Email
State	Service Comp Date
	Entrance on Duty Date
	Personnel Office Identifier

Required information
Request Type Notes
If you have attached document...

4. Fill in remaining required fields in Sections 3-5: “Payroll Request Type,” “Attachments” and “Acknowledgements.”

a. Please note that all required fields will be denoted by red asterisks, as well as listed at the top right of the page in the “Required Information” box.

3. Payroll Request Type

* Request Type

Garnishments (Alimony + Commercial) X ▼


* Notes

Affected Pay Period ⓘ

4. Attachments


Attachments ⓘ

Attach related documents below. X



Drop files here

or

 Add attachments

5. Acknowledgements

☐ * If you have attached documentation for the employee, I acknowledge that I have submitted attachments for 1 employee for 1 request

5. Once all the remaining required fields have been completed, click the “Submit” button at the top right corner.
 - a. Please note that an arrow in a red circle will be located at the bottom right corner of the page. Once clicked on, the page will jump back to the top, allowing you to easily navigate to the “Submit” button, rather than scroll through the page.

Debt Management

Initiation for Debt Management service.

+ [Resources \(policy guidance, user manual guides, forms\)](#)

1. Select Employee

Select the employee to initiate general payroll intake request.

Employee:

may, april

Submit

6. Once submitted, you will be redirected to the request details page for your review. On this page, you can:
- See the status of your case. The case will now be in the “Work in Progress” stage for Payroll Processors to work on and review.
 - See who your case was assigned to.
 - See request details.
 - View and/or leave any additional comments or attachments to the case.



Debt Management case for april may

Type your message here...

Send

MA

april may

09/04/2022 23:09:05 • Additional comments

User may, april has initiated a Debt Management request

MA

april may

09/04/2022 23:09:00

[Attachment.txt](#)

12 B

MA

april may

09/04/2022 23:09:05

HRC0070873 Created

Agent working on this HR Payroll Case:

Test S, HCSC Payroll

Request Number	DCA-22-070873
Request Status	Work in Progress
Created	just now

Attachments

Attachment.txt (12 B)

just now

D

B

C

D

Appendix

Field Definitions Key

	Auto-populated field from NFC
	Initial formula output

Select Employee Section

When submitting a request, a payroll request form will appear with the following sections: Select Employee, Employee's Information, Payroll Request Type, Attachments, and Acknowledgements. The **Select Employee** section will automatically display your name.



1. Select Employee
Select the employee to initiate general payroll intake request.

Employee:

may, april

Employee Information Section

When submitting a request, a payroll request form will appear with the following sections: Select Employee, Employee's Information, Payroll Request Type, Attachments, and Acknowledgements. The **Employee Information** section displays several general fields about the employee and their payroll request.

Field Definitions:

Employee First Name: Employee's first name	Position Title: Employee's position title
Employee Middle Name: Employee's middle name	Pay Plan: Indicates which pay plan an employee is under (i.e., executive pay, non-executive pay)
Employee Last Name: Employee's last name	Occupational Code: Employee's occupational series
Date of Birth: Employee's DOB	Employee Status Code: Code to indicate an employee's status
SSN: Employee's SSN	Employee Status Descriptor: Describes the employee's employment status (i.e., active, furlough, suspension, LWOP)

Street Address 1: Employee's residential street address	Airport Code: Employee's Airport Code
Street Address 2 Employee's residential street address (cont.)	Region: Employee's country of residence
City: Employee's city of residence	TSA Email: Employee's email
State: Employee's state of residence	Service Comp Date: A constructed or actual date that is used to determine benefits and is generally based on an employee's Federal Service tenure
Entrance on Duty (EOD): Date employee began serving TSA	Personnel Office Identifier (POI): A unique number that is assigned by OPM to identify a federal civilian personnel office that has authority to execute personnel actions
Tour of Duty Hours: Hours that constitute an employee's regularly scheduled work week	

2. Employee's Information

The following employee information has been pre-populated based on the data TSA has on file. If the information is inaccurate or out-of-date, it should be updated accordingly

Employee First Name

april

Position Title

Employee Middle Name

Pay Plan

Employee Last Name

may

Occupational Code

Date of Birth

Employment Status Code

SSN

123456789

Employment Status Code Descriptor

Street Address 1

Airport Code

Street Address 2

Region

City

TSA Email

State

Service Comp Date

Entrance on Duty Date

Personnel Office Identifier

Tour of Duty Hours

Payroll Request Type Section

When submitting a request, a payroll request form will appear with the following sections: Select Employee, Employee's Information, Payroll Request Type, Attachments, and Acknowledgements. The **Payroll Request Type** section displays fields relevant to the payroll request being submitted on behalf of an employee.

Field Definitions:

HR Service: Ticket Category (i.e. Indebtedness, Debt Management, etc.)
HR Service Type: Ticket Subcategory (i.e. Tax Levies, Commercial Garnishment, etc.)
Affected Pay Period: Pay period that the payroll action will impact

3. Payroll Request Type

* Request Type

* Notes

Affected Pay Period ⓘ


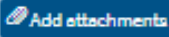
Attachments Section

When submitting a request, a payroll request form will appear with the following sections: Select Employee, Employee's Information, Payroll Request Type, Attachments, and Acknowledgements. The **Attachments** section allows you to attach any necessary documentation needed to initiate the payroll request.

4. Attachments

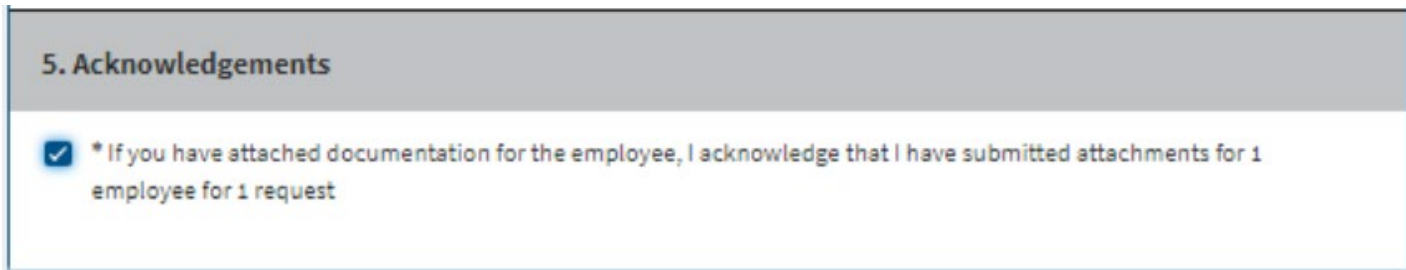
Attachments ⓘ

Attach related documents below. ✕


Drop files here
or


Acknowledgements Section

When submitting a request, a payroll request form will appear with the following sections: Select Employee, Employee's Information, Payroll Request Type, Attachments, and Acknowledgements. The **Acknowledgement** section includes a checkmark, verifying that should there be any documentation necessary to complete this request, you have attached it.



The screenshot shows a form titled "5. Acknowledgements" with a grey header. Below the header, there is a blue checkmark icon followed by the text: "* If you have attached documentation for the employee, I acknowledge that I have submitted attachments for 1 employee for 1 request".

Payroll Request Review Page

After a request has been submitted, you will be redirected to the request details page for review.

- a) At the top of the page, you will see a tracker detailing the status of your request
- b) At the top right corner, you will see information regarding your request including who your case was assigned to, your request number, request status, and date/time the request was created.
- c) Below that, there will be a widget for attachments, where you can view what attachments were attached to the request. If you'd like to add additional documents, click the paperclip button in the corner of the "Attachments" widget.
- d) An activity log displays a chronological log of all actions and comments made to the case. The type of activity and timestamp are documented at the top of each activity data point.
- e) Lastly, custom additional notes can be added by typing them in the text box and clicking "Send."

A



E

Debt Management case for april may

Type your message here... Send

MA april may
09/04/2022 23:09:05 Additional comments
User may, april has initiated a Debt Management request

MA april may
09/04/2022 23:09:00
Attachment.txt
12 B

MA april may
09/04/2022 23:09:05
HRC0070873 Created

Send

Additional comments

User may, april has initiated a Debt Management request

Attachment.txt

12 B

HRC0070873 Created

B

Agent working on this HR Payroll Case:
Test 5, HCSC Payroll

Request Number	DCA-22-070873
Request Status	Work in Progress
Created	just now

C

Attachments

Attachment.txt (12 B)

just now