HRAccess Program

HCSC Standard Operating Procedure

PAY – 002 – Processing of Payroll Documents

August 5th, 2020

Reviewed By: Lashawn Stone Date: August 11, 2020

Approved By: LaShawn Stone Date: August 11, 2020

.

Uncontrolled if Printed or Copied

Users should be sure to find the most current, approved version of this document from the SOP Library at https://hcinsight-hraccess.tsa.dhs.gov/SOPLib/Forms/AllItems.aspx

Table of Contents

Background

This Standard Operating Procedure (SOP) is a revision to a previously approved SOP. It has been revised to include updated references to other HCAccess SOPs. It requires review and approval only by the HCAccess Program Management Office (PMO). An information copy of the HCAccess PMO-approved SOP will be provided to the Transportation Security Administration (TSA), Office of Human Capital (OHC).

1 Purpose and Scope

This Standard Operating Procedure describes the necessary steps to provide timely, accurate and quality service to TSA employees in processing and completing actions in the area of Payroll Document Processing. The purpose of this SOP is to describe the critical steps for processing Transportation Security Administration Payroll Documents.

This SOP applies to the Payroll Document Processing team. The team's task is to ensure that all Payroll documents received by the Human Resources Service Center (HCSC) are processed timely and accurately each pay period.

Payroll documents are received through Document Management (mail) and/or Siebel/Tier 1 (e-mails and faxes) and are processed via EmpowHR or EPICWEB and verified in the National Finance Center (NFC) mainframe.

2 Roles and Responsibilities

The actors and their roles in Payroll Document Processing procedure are delineated below.

Role	Responsibility
Human Resources Service Center (HCSC) Payroll Representative	Provides support to TSA employees by processing payroll documents submitted in a timely and accurate manner.
Human Resources Service Center (HCSC) Payroll Quality Assurance (QA)	Provides support to TSA employees by ensuring that the payroll documents processed by the Payroll Document Processing team have been processed accurately per the documents received.
HCSC Document Management (DMG)	Ensures that incoming documents are assigned Service Requests (SRs) and are distributed in a timely manner.
Help Desk (HD)	Ensures that incoming documents are assigned SRs and are distributed in a timely manner.
TSA Office of Human Capital (OHC)	Provides support to HRSC by assisting with transactions with which the HRSC does not have the authority to process.

National Finance Center (NFC)	Processes payroll actions and provides payroll/personnel support for TSA as well as many other agencies.
TSA Employee/HR Representative	Completes and submits required documentation to the HRSC to process payroll changes.

3 Procedures

Note: This process requires handling of Personally Identifiable Information (PII). All HRAccess personnel involved in this process must adhere to the procedures outlined in IOP PMO-SEC-008, *Protecting PII*.

3.1 Receipt and Distribution of Payroll Documents

Receipt and Distribution of Payroll Documents/Request and Distribution of Payroll Document		
Functional Area	**Action**	**Notes**
Step 1 **TSA Employee/ Former TSA Employee/HR Representative**	Submit forms and associated documents to the HCSC (email, fax, or mail).	Typically, forms are submitted by the employee or HR Representative. Examples of various document types that would be submitted to HCSC for processing: Address Change (AD-349) forms Direct Deposit/Financial Allotment (SF1199a) forms Tax Forms (W4's, state tax forms, etc.)

Receipt and Distribution of Payroll Documents/Request and Distribution of Payroll Document		
Functional Area	**Action**	**Notes**
Step 2 **DMG Processor or Tier 1**	Refer to SOP DMG-004, Mailroom – Incoming Mail for all mail received. OR Help Desk Email/FAX Process for all emails and faxes received.	Please note that referenced SOPs can be found at https://hcinsight-hraccess.tsa.dhs.gov/SOPLib/Forms/AllItems.aspx SR# is created and assigned to Area: Payroll Subarea: Address Change, Direct Deposit, Financial Allotment or Tax Form Note: CFC is now processed by OPM and no longer processed by HRAccess.
Step 3 **HRSC Workflow Coordinator/ HCSC QA**	Receive all incoming documents assigned to pay documents from DMG, or Helpdesk/Tier 1 or transferred from other PP&B areas and Assign all transaction service requests for the pay documents area to HCSC Representatives.	
Step 4 **HCSC Payroll Representative**	Run the report in Siebel DAILY to determine the total number of transaction Services Requests (SR) assigned to them. Processing Pay Documents APS is 5 business days.	Log-on to Siebel using user ID and password Please see steps below to run this report. 1. Click the magnify glass to search 2. Click Status – Select Open 3. Click Owner Id - Input ID 4. Click enter key 5. Sort by First In, First Out (FIFO)/Timeliness Open date.

Receipt and Distribution of Payroll Documents/Request and Distribution of Payroll Document		
Functional Area	**Action**	**Notes**
		6. Ctrl + A (to select All) 7. Click the wheel in the top right hand corner 8. Scroll down and select Export (In the pop up box) 9. Click Next 10. Click Open 11. Review the report Note: Siebel can also be accessed from the internet explorer homepage. Note: this User ID is the same as the one you use to log into your computer (TSA HRAccess ID).
Step 5 **HCSC Payroll Representative**	Verify assigned transaction Seibel service request for an attachment and to make sure it is the right form attached for that subarea.	Determine which document needs to be processed: Address Change (Form AD-349) Direct Deposit/Financial Allotment (Form 1199a) Federal Tax Forms State Tax Form City and/or County Tax Forms
Step 6 **HCSC Representative**	Check other contact SR# in Seibel to see if there are duplicate subarea service requests submitted or previously completed.	
Step 7 **HCSC Representative**	If this is a duplicate form sent in then cancel the SR# and update the SR as a duplicate	Add notes to SR# to refer to the SR# that it is a duplicate of.

Receipt and Distribution of Payroll Documents/Request and Distribution of Payroll Document		
Functional Area	**Action**	**Notes**
Step 8 **HCSC Payroll Representative**	Are forms complete? If Yes, go to step 9. Or If No, Go to step 10.	The forms must be fully completed and with wet signature or digital signature and date. Reference SOP PAY-002, Processing of Payroll Documents (see notes) to view details on required PII for verification.
Step 9 **HCSC Payroll Representative**	Reference SOP PAY-002, Processing of Payroll Documents (see notes) to obtain guidance for work to be processed. Proceed to Step 12.	Address Change (Form AD-349) See 4.2 Direct Deposit (Form 1199a) See 4.3 Federal Tax Forms See 4.4 State Tax Forms See 4.5 City and/or County Tax Forms See 4.6
Step 10 **HCSC Payroll Representative**	Send email to TSA employee/former TSA employee to resend in a corrected form.	
Step 11 **HCSC Payroll Representative**	Document Seibel SR# that email has been sent to TSA employee or Former TSA. Resolve SR.	The Seibel note should state the action that has been taken-email made to the current or former TSA employee, and the details of email.

Receipt and Distribution of Payroll Documents/Request and Distribution of Payroll Document		
Functional Area	**Action**	**Notes**
Step 12 **HCSC Payroll Representative**	Submit to Quality Assurance. Note: Cases go through quality reviews on a ten percent basis. Quality review as deemed necessary by lead based on the expertise level and/or QC scores.	Platform the case to Quality Assurance, via Siebel. Status: Open Sub Status: In QA
Step 13 **HCSC QA**	Run Seibel report for all subarea for pay documents area for SRs in QA process to QA.	
Step 14 **HCSC QA**	Verify correct action was taken by Payroll Representative. If Yes, Go to Step 17. Or If No, Go to Step 15.	
Step 15 **HCSC QA**	Send HCSC Payroll Representative email of the detail corrections needed for review of the form.	
Step 16 **HCSC QA**	Flip SR# to Returned for updates and corrective notes into SR#. Go to Step 5.	
Step 17 **HCSC QA**	Verify that an email requesting missing information has been sent to TSA employee/Former TSA employee and the notes have been updated.	
Step 18 **HCSC QA**	Document SR.	QA will document the SR to state that the information provided by the HCSC Payroll Representative was QA'd, and initial the SR.

Receipt and Distribution of Payroll Documents/Request and Distribution of Payroll Document		
Functional Area	**Action**	**Notes**
Step 19 **HCSC QA**	Closed SR# as Resolved.	

3.2 Address Change Processing

Address Change Processing		
Functional Area	**Action**	**Notes**
Step 1 **HCSC Payroll Representative**	See Receipt and Distribution of Payroll Documents/ Request and Distribution of Payroll Documents.	To validate completeness of the forms. Forms must contain full SSN. Confirm employee status. If the employee is separated from TSA over 90 days, we are unable to process this request. Use standard verbiage see Appendix C.
Step 2 **HCSC Payroll Representative**	Log into Siebel and run query of all SRs assigned to the processor by user name. Run a report in Siebel of all SRs in: Area: “Payroll,” Sub Area: “Address Change (AD349),” Reason: “Transaction,” Status: “Open,” Userid: “ ”	
Step 3 **HCSC Payroll Representative**	Log into EmpowHR.	https://www.empowhr.gov/psp/DHSPRD/?cmd=login&languageCd=ENG
Step 4 **HCSC Payroll Representative**	Select PAR Processing from menu.	Click on “PAR Processing” under Menu on the left side of the screen.
Step 5 **HCSC Payroll Representative**	Select Address Processing from menu.	Click on “Address Processing” either on the menu on the left or the middle of the page.

Address Change Processing		
Functional Area	**Action**	**Notes**
Step 6 **HCSC Payroll Representative**	Enter employee social security number, employee ID or name.	If you are searching by name, you must enter "TA" in the Sub-Agency field.
Step 7 **HCSC Payroll Representative**	Add new record.	Click the "+" symbol in the top right portion of the transaction.
Step 8 **HCSC Payroll Representative**	Type in the effective date of the current pay period.	If you are unsure of the effective date, you may click on the magnifying glass icon next to the "Effective Date" field. This provides a listing of effective dates and corresponding pay periods. Refer to a pay period calendar to determine the dates; these calendars can be found on NFC's website, https://www.nfc.usda.gov/ Pay period calendars are available via the NFC website.

Address Change Processing		
Functional Area	**Action**	**Notes**
Step 9 **HCSC Payroll Representative**	Log onto usps.com to verify address.	
Step 10 **HCSC Payroll Representative**	Enter employee information and save changes.	The address fields must be completed in sequential order. If information is placed in the field labeled "Address 1" and the apartment number in "Address 3" and the "Address 2" field is not completed, the document will not apply. Type the street address in the field labeled "Address 1." If the street address will not fit, place the remainder in the field labeled "Address 2." If there is an apartment number, place the number in the field labeled "Address 2." If the street address could not fit on "Address 1" and a portion of it had to be moved to "Address 2," place the apartment number in the field labeled "Address 3."

Address Change Processing		
Functional Area	**Action**	**Notes**
Step 11 **HCSC Payroll Representative**	Confirm action applied in NFC. If Yes, Update SR. If No, Review/Correct SINQ error.	Use standard verbiage. See Appendix C.
Step 12 **HCSC Payroll Representative**	Submit to HCSC Payroll QA.	Place the SR in the Open Status, “In QA Process” Sub-status.
Step 13 **HCSC Payroll QA**	Run a report in Siebel of all SRs in: Area: “Payroll,” Sub Area: “Address Change (AD349),” Reason: “Transaction,” Status: “Open,” Sub-Status: “In QA Process” to extract all address changes that need QA.	To keep an Excel sheet of all SRs in need of QA in case the Siebel session times out, go to “File” and select the option “Export Data Map.” Log onto usps.com to verify.
Step 14 **HCSC Payroll QA**	Document applied correctly? If Yes, go to Step 15. Or If No, go to Step 17.	Ensure that the document has applied correctly by checking the IRIS 124 screen in NFC Mainframe.
Step 15 **HCSC Payroll QA**	Update SR.	Use standard verbiage. See Appendix C. Place a note on the SR stating which pay period the document was processed in and that it has passed QA.
Step 16 **HCSC Payroll QA**	Close SR. End process.	
Step 17	Log the error in the QA log and Siebel.	In Siebel - Add a note stating “Returned for correction” to the SR, place the SR in the sub-

Address Change Processing		
Functional Area	**Action**	**Notes**
HCSC Payroll QA		status “Returned for Updates” and email the SR number as well as an explanation of the error that needs correction to the caseworker. QA Log – find the SR and use drop down for the errors.
Step 18 **HCSC Payroll QA**	Submit to HCSC Payroll Representative to correct errors.	Change sub-status to Returned for Updates.

3.3 Direct Deposit

Direct Deposit (SF1199a) Processing		
Functional Area	**Action**	**Notes**
Step 1 **HCSC Payroll Representative**	See Receipt and Distribution of Payroll Documents/ Request and Distribution of Payroll Documents.	To validate completeness of the forms. Routing number, account number, and type of account need to be completed. SSN not required.
Step 2 **HCSC Payroll Representative**	Log into Siebel and run query of all SRs assigned to the processor by user name. Run a report in Siebel of all SRs in: Area: "Payroll," Sub Area: "Direct Deposit (1199A)," Reason: "Transaction," Status: "Open," Userid: " "	
Step 3 **HCSC Payroll Representative**	Log into EmpowHR.	https://www.empowhr.gov/psp/DHSPRD/?cmd=login&languageCd=ENG
Step 4 **HCSC Payroll Representative**	Select "Payroll Documents" from menu.	Under Menu on the left side of the screen click on "Payroll Documents."
Step 5 **HCSC Payroll Representative**	Is Section G completed on the SF1199a? If Yes, go to Step 6. Or	

Direct Deposit (SF1199a) Processing		
Functional Area	**Action**	**Notes**
	If No, go to Step 7.	
Step 6 **HCSC Payroll Representative**	Select “Financial Allotment/Health Sav” from the menu on the left or in the middle of the screen. Go to Step 8.	
Step 7 **HCSC Payroll Representative**	Select “Direct Deposit” from the menu on the left or in the middle of the screen.	
Step 8 **HCSC Payroll Representative**	Enter employee social security number, employee ID, or name.	If you are searching by name you must enter “TA” in the Sub-Agency field.
Step 9 **HCSC Payroll Representative**	Add, Cancel, or Change record.	Click on the “+” icon in EmpowHR to add a new row.
Step 10 **HCSC Payroll Representative**	Type in the effective date of the pay period for which you are processing.	If you are unsure of the effective date, you may click on the magnifying glass icon next to the “Effective Date” field. This provides a listing of effective dates and corresponding pay periods.
Step 11 **HCSC Payroll Representative**	Select “Checking” or “Savings” based on which box is checked in Section D of the SF1199a.	
Step 12 **HCSC Payroll Representative**	Enter employee account information. Enter the nine digit routing number from Section 3 of the SF1199a form.	If the employee does not complete the routing number but submits a voided check in lieu of completing the routing number, make sure to use the first nine digits at the bottom of the check for the routing number. If you are still unsure while viewing the check, you may visit the website of the bank on the check as banks typically provide instruction for completing direct deposit information on their websites. Also, the employee must

Direct Deposit (SF1199a) Processing		
Functional Area	**Action**	**Notes**
		submit only a voided check in lieu of completing Section 3 of the SF1199a. Deposit slips often do not contain the correct routing and account information and should be rejected if received. DO NOT ACCEPT DEPOSIT SLIPS, ONLY VOIDED CHECKS SHOULD BE ACCEPTED.
Step 13 **HCSC Payroll Representative**	Did the employee complete Section G of the SF1199a? If Yes, go to Step 14. Or If No, go to Step 18.	
Step 14 **HCSC Payroll Representative**	Determine allotment type.	
Step 15 **HCSC Payroll Representative**	Allotment cancellation requested? If Yes, go to Step 16. Or If No, go to Step 17.	
Step 16 **HCSC Payroll Representative**	Check the box entitled “Cancel Allotment”. Proceed to step 18.	Once all of the information has been entered for the allotment that the employee is trying to cancel, check the box entitled “Cancel Allotment.”
Step 17 **HCSC Payroll Representative**	Enter the amount from Section G of the SF1199a form in the field labeled “Allotment Amount” in the “$0.00” format.	If the employee wishes to change the amount of an existing allotment, make sure that the Type of Depositor Account, Routing Number and Account Number perfectly match the information for the existing allotment on the IRIS 110 screen in the NFC Mainframe. If the information does not match, then a

Direct Deposit (SF1199a) Processing		
Functional Area	**Action**	**Notes**
		whole new allotment will be created, rather than changing an existing allotment.
Step 18 **HCSC Payroll Representative**	Save changes.	
Step 19 **HCSC Payroll Representative**	Update SR.	Use Standard Verbiage. See Appendix C.
Step 20 **HCSC Payroll Representative**	Submit to HCSC Payroll QA.	Place the SR in the Open Status, “In QA Process” Sub-status.
Step 21 **HCSC Payroll QA**	Run a report in Siebel of all SRs in Area: “Payroll” Sub Area: “Direct Deposit (SF1199a)” Reason: “Transaction” Status: “Open” Sub-Status: “In QA Process” to determine all direct deposits and/or allotments that need QA	To keep an Excel sheet of all SRs in need of QA in case the Siebel session times out, go to “File” and select the option “Export Data Map.”

Direct Deposit (SF1199a) Processing		
Functional Area	**Action**	**Notes**
Step 22 **HCSC Payroll QA**	Ensure that the document has applied correctly by checking the IRIS 124 screen for a Direct Deposit, the IRIS 110 screen for a financial allotment or IRIS 112 for a discretionary allotment in the NFC Mainframe. Document applied correctly? If Yes go to Step 23 Or If No, go to Step 24.	If the employee has multiple financial allotments, then hit the "Enter" key on the 110 screen until the appropriate allotment is present. Also, it is best to always view all of the allotments present while performing QA to ensure that an erroneous duplicate was not processed.
Step 23 **HCSC Payroll QA**	Update Notes and Close the SR. End Process.	Place a note on the SR stating which pay period the action was processed in and that the action has passed QA.
Step 24 **HCSC Payroll QA**	Log the error in the QA log and Siebel.	Siebel - Add a note stating "Returned for Updates" to the SR, place the SR in the sub-status "In Progress". QA Log – find the SR and use drop down for the errors.
Step 25 **HCSC Payroll QA**	Submit to HCSC Payroll to correct errors. Go to Step 3.	Change sub-status to Returned for Updates.

3.4 Federal Tax Processing

Federal Tax Processing		
Functional Area	**Action**	**Notes**
Step 1 **HCSC Payroll Representative**	See Receipt and Distribution of Payroll Documents/ Request and Distribution of Payroll Documents.	To validate completeness of the forms. Full SSN required on forms.

Federal Tax Processing		
Functional Area	**Action**	**Notes**
Step 2 **HCSC Payroll Representative**	To check to see if the employee's W-4 is being controlled by the IRS, go to IRIS 104 in the NFC Mainframe for directions to log into IRIS in the NFC Mainframe). If there is a "Y" under "W-4 Controlled by IRS" at the bottom of the screen, then the employee's W-4 is being controlled by the IRS. (Note: For a W-4 only the "Employee Withholding Allowance Certificate" needs to be completed for processing. If the employee submits the worksheet with the certificate, disregard any information on the worksheet. Section 1 of the certificate must be filled out entirely. Step 2, Step 3, and Step 4 must be filled out as applicable to the employee. The certificate must contain and a signature and date (step 5). Does the IRS have control of the employee's W-4? If yes, 1. Attach a screenshot to SR and email employee about the hold. 2. Notate Hold on the SR. 3. Go to Step 16. Or If no, Go to Step 3.	Use standard verbiage. See Appendix C.
Step 3 **HCSC Payroll Representative**	Log into EmpowHR.	https://www.empowhr.gov/psp/DHSPRD/?cmd=login&languageCd=ENG
Step 4	Select "Payroll Documents".	Under Menu on the left side of the screen, click on "Payroll Documents."

Federal Tax Processing		
Functional Area	**Action**	**Notes**
HCSC Payroll Representative		
Step 5 **HCSC Payroll Representative**	Select “Tax Data”.	Click on “Tax Data” either on the menu on the left or the middle of the page.
Step 6 **HCSC Payroll Representative**	Enter social security number, employee ID, or name	If you are searching by name, you must enter “TA” in the Sub-Agency field.
Step 7 **HCSC Payroll Representative**	Select “Federal Tax Data”.	Click on the tab at the top of the screen entitled “Federal Tax Data.”
Step 8 **HCSC Payroll Representative**	Add new record.	If the employee is already “exempt” in the system but has submitted a W-4 claiming “exempt”, you should still process a new transaction as this status needs to be renewed each year. If a federal tax record is already present in EmpowHR, click on the “+” icon.
Step 9 **HCSC Payroll Representative**	Type in the effective date of the pay period for which you are processing.	If you are unsure of the effective date, you may click on the magnifying glass icon next to the “Effective Date” field. This provides a listing of effective dates and corresponding pay periods. Refer to a pay period calendar to determine the dates, these calendars can be found on NFC’s website, https://www.nfc.usda.gov/

Federal Tax Processing		
Functional Area	**Action**	**Notes**
Step 10 **HCSC Payroll Representative**	Add employee information.	Determine if the employee wrote “Exempt” in Box 7 of the Employee’s Withholding Allowance Certificate.
Step 11 **HCSC Payroll Representative**	“Save” Record.	
Step 12 **HCSC Payroll Representative**	Update SR.	Place the SR in the sub-status “In QA Process” in Siebel.
Step 13 **HCSC Payroll Representative**	Submit to QA.	Place the SR in the sub-status “In QA Process” in Siebel.
Step 14 **HCSC Payroll QA**	Run a report in Siebel of all SRs in Area: “Payroll” Sub Area: "Tax Forms” Reason: “Transaction” Status: “Open” Sub-Status: “In QA Process” to determine all tax forms that need QA.	To keep an Excel sheet of all SRs in need of QA in case the Siebel session times out, go to “File” and select the option “Export Data Map.”

Federal Tax Processing

Functional Area	Action	Notes
Step 15 **HCSC Payroll QA**	Ensure that the document has applied correctly by checking the IRIS 104 screen in the NFC Mainframe. Document applied correctly? If Yes, go to Step 16 Or If No, go to Step 17.	
Step 16 **HCSC Payroll QA**	Update and Close SR. End Process	Place a note on the SR stating which pay period the document was processed in and that it has passed QA. Use standard verbiage. See Appendix C.
Step 17 **HCSC Payroll QA**	Log the error in the QA log and Siebel.	Siebel - Add a note stating “Returned for Updates” to the SR, place the SR in the sub-status “In Progress”. QA Log – find the SR and use drop down for the errors.
Step 18 **HCSC Payroll QA**	Return to HRSC Payroll to correct errors. Return to Step 3.	Change sub-status to Returned for Updates.

3.5 State Tax Processing

State Tax Processing		
Functional Area	**Action**	**Notes**
Step 1 **HCSC Payroll Representative**	See Receipt and Distribution of Payroll Documents/ Request and Distribution of Payroll Documents.	To validate completeness of the forms. Full SSN Required on forms. For state taxes, the information required varies depending on the state. If the employee wishes to have taxes withheld for a state that has its own specific form (this can be verified on the http://www.statew4.com/content/taxforms.php website) then the employee must submit the appropriate state tax form. If the state does not require a tax form but has state tax withholding (such as Pennsylvania) then the employee does not need to submit a state-specific form but they must submit something to HR Access to request to have the correct state taxes withheld. For instance, the National Finance Center automatically withholds state taxes based on the employee's duty station. If an employee works in New Jersey, but lives in Pennsylvania and wishes to have Pennsylvania state taxes withheld they can submit a state tax waiver, a certificate of non-residence for New Jersey, or even a written request with a signature as long as the form submitted to HR Access specifies that the employee wishes to have Pensylvania taxes withheld. Some states may not have a state tax form but have the option of submitting a W-4 form for state taxes. This option is OK as long as the employee writes at the top of the form (or uses a form with the information written at the top) that this is for "X" state (i.e., "For Colorado

State Tax Processing		
Functional Area	**Action**	**Notes**
		Purposes Only") otherwise it will just be considered a federal W-4.
Step 2 **HCSC Payroll Representative**	Verify employee duty station/residence. Check IRIS 122 in the NFC Mainframe to view the state in which the employee's duty station is located and IRIS 124 to view the state in which the employee's residence is located. Check that the state tax form received matches either the duty station or the employee's residence.	This step is taken for a number of reasons. 1) State taxes can only be processed for an employee based on their duty station or residence. If an employee submits a state tax form for Mississippi but their residence in IRIS 124 is in Virginia and their duty station in IRIS 122 is in Maryland, the state tax form that they submitted cannot be processed. 2) The National Finance Center system automatically withholds taxes based on an employee's duty station state. If an employee submits a state tax form that matches the state in which the duty station is located in IRIS 122 or if the state tax form is the same for both the duty station and residence state, then a waiver is not needed. However, if an employee submits a state tax form for his/her state of residence and his/her residence is not the same as the duty station, then a waiver may be needed or may not be relevant.
Step 3 **HCSC Payroll Representative**	Determine if waiver is needed or relevant or if reciprocal agreements are in place.	Refer to Tax documentation in EmpowHR for each state
Step 4 **HCSC Payroll Representative**	Log in to EmpowHR.	https://www.empowhr.gov/psp/DHSPRD/?cmd=login&languageCd=ENG
Step 5 **HCSC Payroll Representative**	Select "Payroll Documents".	Under Menu on the left side of the screen click on "Payroll Documents."
Step 6	Select "Tax Data".	Click on "Tax Data" either on the menu on the left or the middle of the page.

State Tax Processing		
Functional Area	**Action**	**Notes**
HCSC Payroll Representative		
Step 7 **HCSC Payroll Representative**	Enter employee social security number, employee ID, or name (Verify by SSN).	If you are searching by name, you must enter "TA" in the Sub-Agency field.
Step 8 **HCSC Payroll Representative**	Select the "State Tax Data" tab.	
Step 9 **HCSC Payroll Representative**	Add a new record.	If a tax record is already present, hit the "+" symbol in the top right portion of the transaction.
Step 10 **HCSC Payroll Representative**	Type in the effective date of the pay period for which you are processing.	If you are unsure of the effective date, you may click on the magnifying glass icon next to the "Effective Date" field. This provides a listing of effective dates and corresponding pay periods. Refer to a pay period calendar to determine the dates; these calendars can be found on NFC's website, https://www.nfc.usda.gov/
Step 11 **HCSC Payroll Representative**	Determine type of tax withholding (single, dual or state waiver). If Single, go to Step 12 Or If Dual, go to Step 13. Or If state Waiver, go to Step 14.	Must have Dual or State waiver form completed by employee.
Step 12	Enter employee state tax information.	No. of exemption,

State Tax Processing		
Functional Area	**Action**	**Notes**
HCSC Payroll Representative	Go to Step 15.	Marital status, if applicable Additional monies, if applicable Refer to Tax documentation in EmpowHR for each state
Step 13 **HCSC Payroll Representative**	Dual State Enter 1st state, Wait 24 hours. Verify it applied. Enter second state Wait 24 hours Enter overwrite code Wait 24 hours Verify it applied. Go to Step 15.	No. of exemption, Marital status, if applicable Additional monies, if applicable And No. of exemption, Marital status, if applicable Additional monies, if applicable Refer to Tax documentation in EmpowHR for each state
Step 14 **HCSC Payroll Representative**	State Waiver Enter waiver state Wait 24 hours Verify it applied Enter state. Wait 24 hours Verify tax applied	No. of exemption, Marital status, if applicable Additional monies, if applicable Refer to Tax documentation in EmpowHR for each state
Step 15 **HCSC Payroll Representative**	“Save” changes.	

State Tax Processing		
Functional Area	**Action**	**Notes**
Step 16 **HCSC Payroll Representative**	Submit to QA.	Place the SR in the sub-status “In QA Process” in Siebel.
Step 17 **HCSC Payroll QA**	Verify State tax information.	Using IRIS 105 screen in NFC Mainframe. Run a report in Siebel of all SRs in Area: “Payroll” Sub Area: "Tax Forms” Reason: “Transaction” Status: “Open” Sub-Status: “In QA Process” to determine all tax forms that need QA. To keep an Excel sheet of all SRs in need of QA in case the Siebel session times out, go to “File” and select the option “Export Data Map.”
Step 18 **HCSC Payroll QA**	Document applied correctly? If Yes, go to Step 21 Or If No, go to Step 19.	
Step 19 **HCSC Payroll QA**	Log the error in the QA log.	Add a note stating “Returned for correction” to the SR, place the SR in the sub-status “In Progress” and e-mail the SR number as well as an explanation of the error that needs correction to the caseworker.
Step 20 **HCSC Payroll QA**	Return to HCSC Payroll to correct errors. Go to Step 9.	Change sub-status to Returned for Updates.
Step 21	Update and Close SR.	Use standard verbiage. See Appendix C.

State Tax Processing		
Functional Area	**Action**	**Notes**
HCSC Payroll QA	End Process.	

3.6 City/County Tax Processing

City/ County Tax Processing		
Functional Area	**Action**	**Notes**
Step 1 **HCSC Payroll Representative**	See Receipt and Distribution of Payroll Documents/ Request and Distribution of Payroll Documents.	To validate completeness of the forms. Verify that all information needed for processing is present on the form: City tax forms vary, however they always require a signature and date as well as what type of action the employee is requesting regarding their city and/or county taxes; they also must identify the state and city and/or county in question. Notify the employee and/or HR Representative that the form has been rejected and why in Siebel.
Step 2 **HCSC Payroll Representative**	Log into EmpowHR.	https://icams.usda.gov/psp/DHSPRD/?cmd=login&errorCode=106&languageCd=ENG
Step 3 **HCSC Payroll Representative**	Select “Payroll Documents”.	
Step 4 **HCSC Payroll Representative**	Select “Tax Data”.	
Step 5	Enter employee social security number, employee number, or name.	If you are searching by name, you must enter “TA” in the Sub-Agency field.

City/ County Tax Processing		
Functional Area	**Action**	**Notes**
HCSC Payroll Representative		
Step 6 **HCSC Payroll Representative**	Select "City Tax Data" or "County Tax Data".	
Step 7 **HCSC Payroll Representative**	Add new record.	
Step 8 **HCSC Payroll Representative**	Enter effective date of the current pay period.	If you are unsure of the effective date, you may click on the magnifying glass icon next to the "Effective Date" field. This provides a listing of effective dates and corresponding pay periods. Refer to a pay period calendar to determine the dates; these calendars can be found on NFC's website, https://www.nfc.usda.gov/
Step 9 **HCSC Payroll Representative**	Verify if the city or county tax is warranted.	Enter the two digit state code for the state in which the city or county is located in the "State Code" field. Use the magnifying glass icon next to the "State Code" field to locate the appropriate state code. If the state does not appear when the search is performed, this means that city or county taxes cannot be withheld in this

City/ County Tax Processing		
Functional Area	**Action**	**Notes**
		state via payroll deductions and the employee must be notified. Enter the four-digit city code in the “City” field or the three digit county code in the “County Code” field in EmpowHR. Use Tables Management in the NFC Mainframe (Table 007 for city taxes or Table 008 for county taxes) to determine whether or not taxes are really not present for that location. Reach out to the employee and HR Rep and inform him/her that this city or county is not present in the National Finance Center system and HR Access, therefore we cannot enter a tax withholding for that location. Advise the employee to contact his/her local tax office to set up a payment plan. Call the IHOP Service Desk at 866-966-4467 and inform them that there is a code that is present in the National Finance Center system that is not present in EmpowHR for processing.
Step 10 **HCSC Payroll Representative**	Enter employee information.	Log into EPIC Web using your NFC Mainframe user ID and password. Select “EPIC” from the top right portion of the screen. Select “New” from the top right portion of the screen. Select “Tax” from the “Payroll Actions” menu. Select “150 City Tax” for city taxes or “151 County Tax” for county taxes.

City/ County Tax Processing		
Functional Area	**Action**	**Notes**
		Enter the employee's SSN, first, last and middle name, Dept (HS), Agency (TA), POI (1598 or 5701, this information can be found on IRIS 122 or 125), and Effective Pay Period. Select the "Tax" tab. In the "Total Number of Allowances Claimed" field enter three digits for the number of allowances. If the tax form submitted has a marital status, enter the marital status followed by the number of exemptions. For example, if the employee wishes to claim Married with one exemption, then enter M01. The only exception to this rule is employees trying to claim exemption from, or cancel, their city or county taxes. If this is the case, then enter "XT" in this field. If the city does not have a marital withholding status, then enter zeros before the allowances claimed. For example, if an employee claims ten exemptions enter "010" or if they claim 1 enter "001." If an employee elects "Married but withhold at a higher Single tax rate" on their form then the marital status should be "S." If the employee elects an additional withholding amount, enter this in the "Additional Amount" field in the "0000.00" format. If the employee wishes to have an additional $10.00 per pay period enter "0010.00" Select the appropriate state from the "State Code" dropdown menu.

City/ County Tax Processing		
Functional Area	**Action**	**Notes**
		Enter the four digit city code or three digit county code in the “City Code” or “County Code” field. If the employee completes a percentage for “Percent of annual compensation for services performed outside the city” then complete this two digit field. If the employee states on the form that they are a resident of the city or county in which they wish to pay taxes, check the field that says “Yes” next to “Is employee a resident of city where employed?” If they are not, check “No.” For New York City you must ALWAYS indicate that the employee is a resident of the city whether they state this on the form or not. If this is not done, then the Tax Indication status in IRIS 106 in the NFC Mainframe will be a “2” and the city taxes will not be deducted. The tax indication status must be a “1” for the city taxes to be deducted. Click on the dropdown entitled “Select a status code and click the Update button” select option “R-Release for Processing” and save. Enter the four digit city code in the “City” field or the three digit county code in the “County Code” field. If the employee states on the form that they claim residency in the city or county where they wish to have taxes withheld, check the box next to “Resident of City (or County) where employed?”

City/ County Tax Processing		
Functional Area	**Action**	**Notes**
		For New York City you must ALWAYS indicate that the employee is a resident of the city whether they state this on the form or not. If this is not done, then the Tax Indication status in IRIS 106 in the NFC Mainframe will be a "2" and the city taxes will not be deducted. The tax indication status must be a "1" for the city taxes to be deducted. If the employee states on the form that a percentage of their services are performed outside of the city or county, enter the percentage in the field entitled "For services outside the City (or County): Percentage of Annual Compensations" In the "Total Number of Allowances" field enter three digits for the number of allowances. If the tax form submitted has a marital status, enter the marital status followed by the number of exemptions. For example, if the employee wishes to claim Married with one exemption, then enter M01. The only exception to this rule is employees trying to claim exemption from or cancel their city or county taxes. If this is the case, then enter "XT" in this field. If the city does not have a marital withholding status, then enter zeros before the allowances claimed. For example, if an employee claims ten exemptions enter "010" or if they claim 1 enter "001." If an employee elects "Married but withhold at a higher Single tax rate" on their form, then the marital status should be "S." If the employee elects an additional withholding amount, enter this amount in

City/ County Tax Processing		
Functional Area	**Action**	**Notes**
		the “$0.00” format in the “Additional Allowances” field.
Step 11 **HCSC Payroll Representative**	Save changes.	Click “Save.”
Step 12 **Payroll Representative**	Update SR.	Place the SR in the sub-status “In QA Process” in Siebel. Use standard verbiage. See Appendix C.
Step 13 **HCSC Payroll Representative**	Submit to QA.	
Step 14 **HCSC QA**	Verify city or county tax information.	Run a report in Siebel of all SRs in Area: “Payroll” Sub Area: "Tax Forms” Reason: “Transaction” Status: “Open” Sub-Status: “In QA Process” to determine all tax forms that need QA. To keep an Excel sheet of all SRs in need of QA in case the Siebel session times out, go to “File” and select the option “Export Data Map.”
Step 15	Document applied correctly?	QA team member ensures that the document has applied correctly by checking the IRIS 106 screen for city

City/ County Tax Processing		
Functional Area	**Action**	**Notes**
HCSC QA	If Yes, go to step 18 OR If No, go to step 16.	taxes or the IRIS 107 screen for county taxes in the NFC Mainframe.
Step 16 **HCSC QA**	Log error in QA log.	Log the error in the QA log, add a note stating "Returned for correction" to the SR, place the SR in the sub-status "In Progress" and e-mail the SR number as well as an explanation of the error that needs correction to the caseworker.
Step 17 **HCSC QA**	Submit back to HRSC Payroll for correction. Go to step 7.	Change sub-status to "Returned for Updates."
Step 18 **HCSC QA**	Update and Close SR (Siebel). End process.	Use standard verbiage. See Appendix C.

4 Prerequisites

4.1 Government Furnished Equipment/Information (GFE/GFI)

GFE: N/A

GFI: www.OPM.gov; http://i2i.nfc.usda.gov/Publications/EMPOWHR/Section6_Payroll_Documents.pdf; http://i2i.nfc.usda.gov/Publications/PINE/pine.pdf

4.2 Systems Access

Payroll (Document Processing) Team Member – Utilize NFC Mainframe (IRIS, PINQ, DOTSE, EPIC, HCUP, RETM, SPPS Web, SPPS Mainframe, TMGT, UCFE, ABCO, CULPRPT, FOCUS, RFQS); NFC Reporting Center (T&A Error Analysis, T&A Missing Personnel Actions, T&A Transmission Access, T&As Not Received by NFC, Statement of Earnings and Leave, Payroll Listing for W-2 Research, W-2 Wage and Tax Statement, Workforce Reports); webTA (Master Timekeeper); eOPF

(HR Specialist, Super User); EmpowHR (Cancel/Correction/Update/Applied, EPP Worklist, History Correction Update, HR Initiator, New SINQ PAR Processor, New SINQ Payroll Processor, NFC Auto Action Worklist, PAR Processing, Payroll Processing, TSA Admin Reports, TSA HR Services, Worklist Administration)

5 SOP Document Management

This SOP will be maintained in accordance with the requirements stated in paragraph 6, SOP Document Management, of PMO-DCM-003, HRAccess Internal Operating Procedure for Creating and Revising Standard Operating Procedures.

6 Measurements

This section identifies the metrics that will be used to evaluate performance of the given procedure.

6.1 Process Management Measures

Process Management Measures are those metrics that are used by the Process Owner to track and manage day-to-day performance of the process.

Metric Name and Description	When Recorded	Where Recorded
Daily Work-list	Daily	Work-list Report
QA Error log	Daily	QA Log

6.2 Program Management Measures

Program Management Measures are those metrics that are used by the Program Manager to track week-to-week and month-to-month performance of the process.

Metric Name and Description	When Recorded	Where Recorded
Coordination Meeting	Weekly	PP&B Slides
MOR	Monthly	PP&B Slides

6.3 Program Performance Evaluation Measures

Program Performance Evaluation Measures are those metrics related to this process that are included in the HCAccess Performance Evaluation Plan.

Metric Name and Description	When Recorded	Where Recorded
PEP 2.1. Transactions are Processed According to Federal Regulations and Guidelines	Bi-Weekly	QC Report
PEP 2.2 Transactions	Bi-Weekly	QC Report

7 Reports

Report Title	Information Included	Recipients (General description; not a list of individual names)	Publication Periodicity	Responsible POC
QC Report	Error type per employee	Payroll Ops	Bi-Weekly	QC Processor
Inventory	Case load for the current PP	Payroll Ops	Daily	Admin

8 References

- SOWs 3.5.1 and 3.5.2
- SOP HLP-011, Help Desk Email/FAX Process
- SOP SSC-017, Mailroom-Incoming Mail
- IOP-PMO-SEC-008, Protecting PII
- IOP-PMO-DCM-003, HRAccess Internal Operating Procedure for Creating and Revising Standard Operating Procedures

9 Forms

SF1199a – Form used for direct deposits and/or financial allotments

AD349 – Form used for residence address changes (and sometimes for requests have checks mailed but these are rarely received and must be submitted to OHC when they are for review)

Federal W4 – Form used to enroll and/or modify an employee's federal tax withholding status

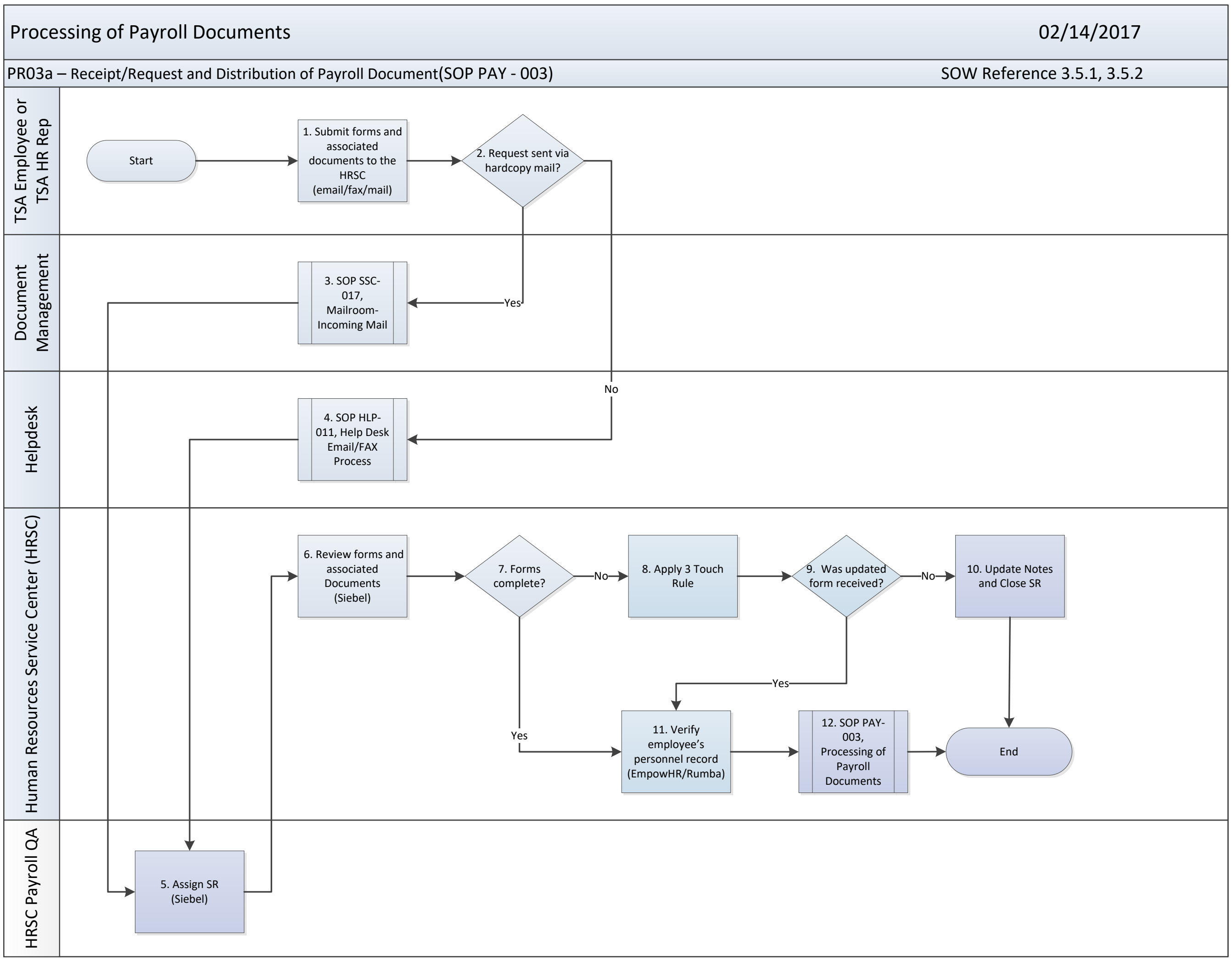
State and city tax exemptions certificates (such as the MW507 for Maryland) – Forms used to enroll and/or modify an employee's sate and/or city tax withholding status

10 Revision History

REVISION/CHANGE LOG				
Rev	**Date**	**Rev. By**	**Section(s) Affected**	**Summary of Changes**
v1.0	09/03/2010		All	First Draft
v1.1	12/11/2010		All	Updated release to reflect new SOP template
v1.2	1/13/2011		All	Reviewed and approved by SME (this was not a final approval)
v1.3	1/28/2011		All	Submitted for review
v1.4	2/10/2011		All	Updated per notes from SME and submitted again for review
v1.5	4/20/2011		All	Revised and submitted for review
v1.6	5/9/2011		All	Updated to meet the new standards set forth that require the SOP to now be formatted as desk guides and submitted for review
v1.7	5/16/2011		All	Updated with links and final revisions completed
v2.0	5/29/2012		All	Updated with Rejection Step for each process
v2.1	11/1/2012		All	Separated the process out and created individual process maps.
V2.3	5/2/2013		Appendix D	Revised to reflect new deadline requirements in the CFC Section.

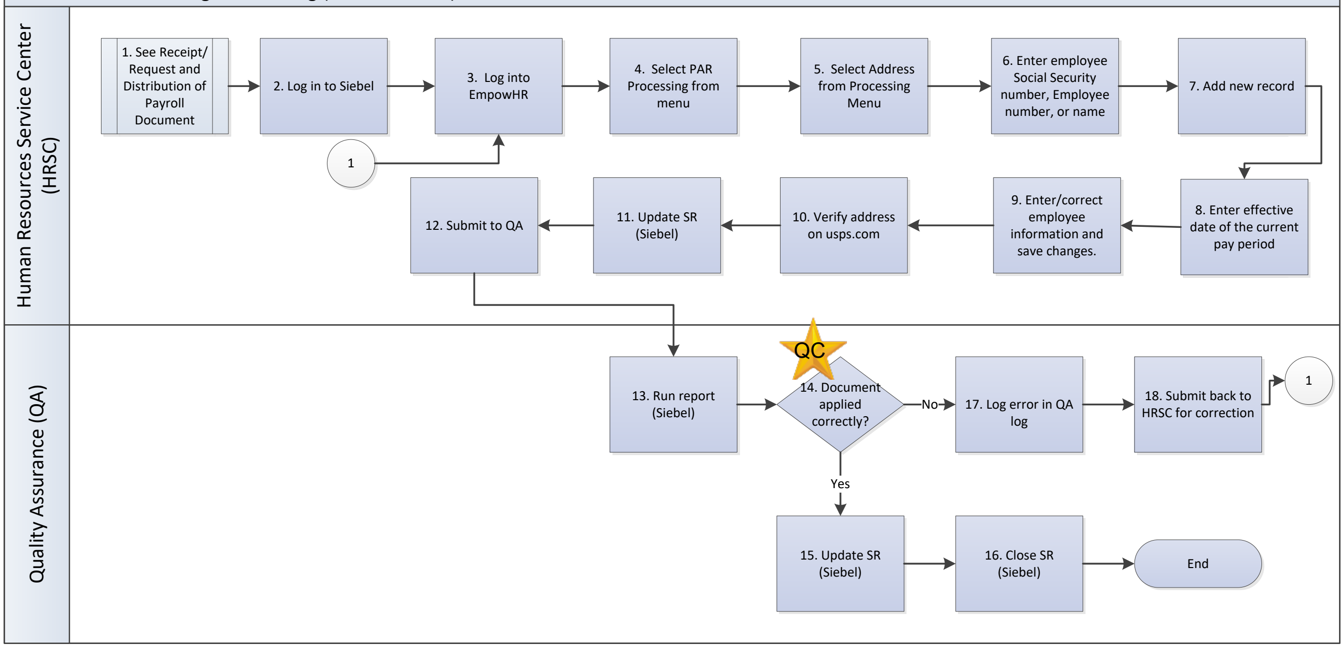
REVISION/CHANGE LOG				
Rev	**Date**	**Rev. By**	**Section(s) Affected**	**Summary of Changes**
V3.0	9/13/2013	Mike Mitchell	References	Updated referenced SOPs
V3.1	12/29/2014	Mike Mitchell	Appendix B	Added QC checkpoint stars to process map.
V3.2	12/9/2015	Vincent Harrison	Processing of Address Changes	Step 9. Added Verification of change on usps.com. and Step 12 in the notes section, log on to usps.com and verify
V4.0	2/14/2017 9/16/2019 12/06/2019	Davina Cowan/Kendria Countee Omar Almoualem Teresa Sorto and Ravi Gill	Entire Section 4. Removed Section 4.8 All All	Removed leave transfer Section and city, federal and state tax refund verbiage. All other Section 4 updated. Added Standard verbiage – Appendix C. Updated Branding and Date Updated entire SOP based on the current processing guidelines.
V5.0	02/27/2020	Teresa Sorto	Section 3.2 Step 1	Updated SOP to reflect new process of Address Change for separated employees.
V6.0	03/12/2020	Teresa Sorto	Section 3.1 Step 2 Step 8 and Step 9 Section 3.4 Step 2	SOP SSC-017 updated to DMG-004. Inserted correct SOP storage location. Updated SOP #. Updated W-4 process
V6.1	07/27/2020	Ravi Gill	Section 3.2, Step 1 Appendix C	Updated Address change process for employee's separated over 90 days Updated Verbiage

Appendix A – Process Map – Processing of Payroll Documents Process Map (SOP PAY-003)



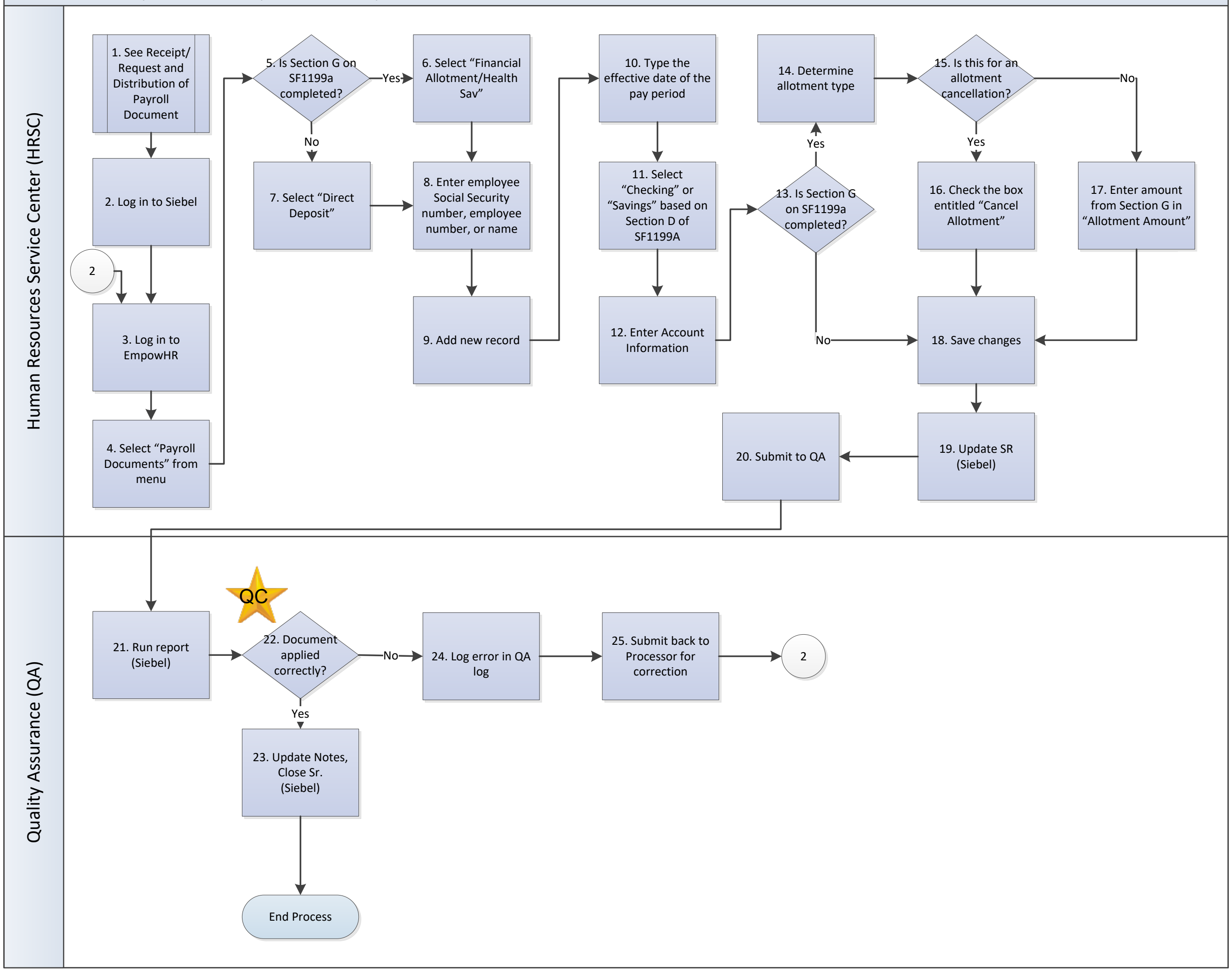
Processing of Payroll Documents 02/14/2017

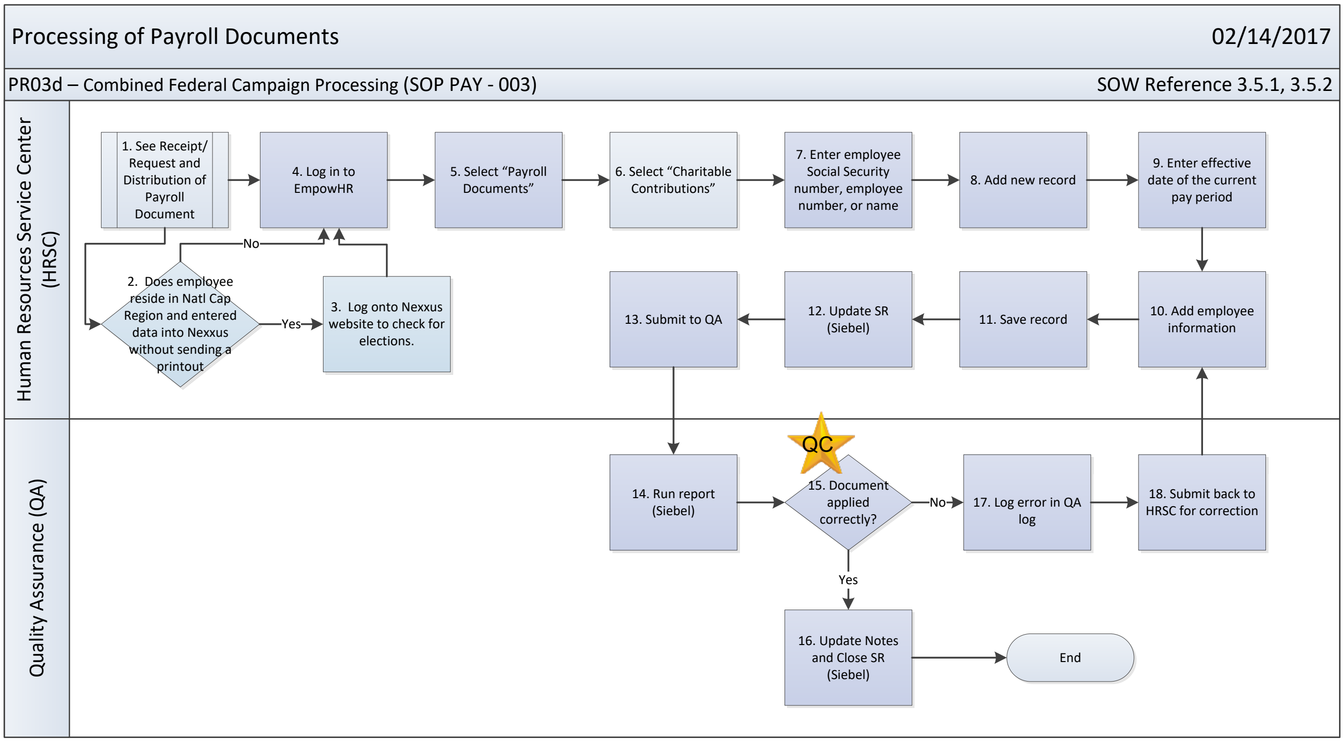
PR03b – Address Change Processing (SOP PAY - 003) SOW Reference 3.5.1, 3.5.2

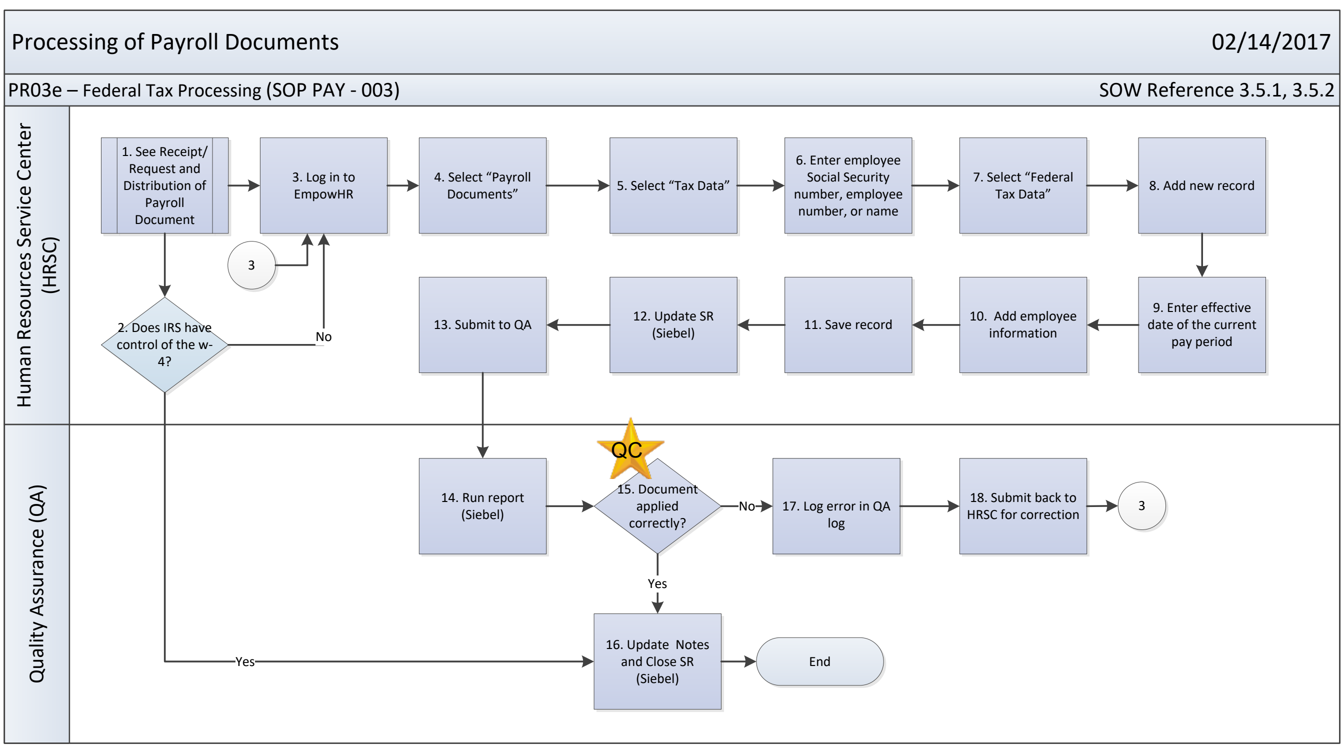


Processing of Payroll Documents 02/14/2017

PR03c – Direct Deposit (SF1199a) (SOP PAY - 003) SOW Reference 3.5.1, 3.5.2

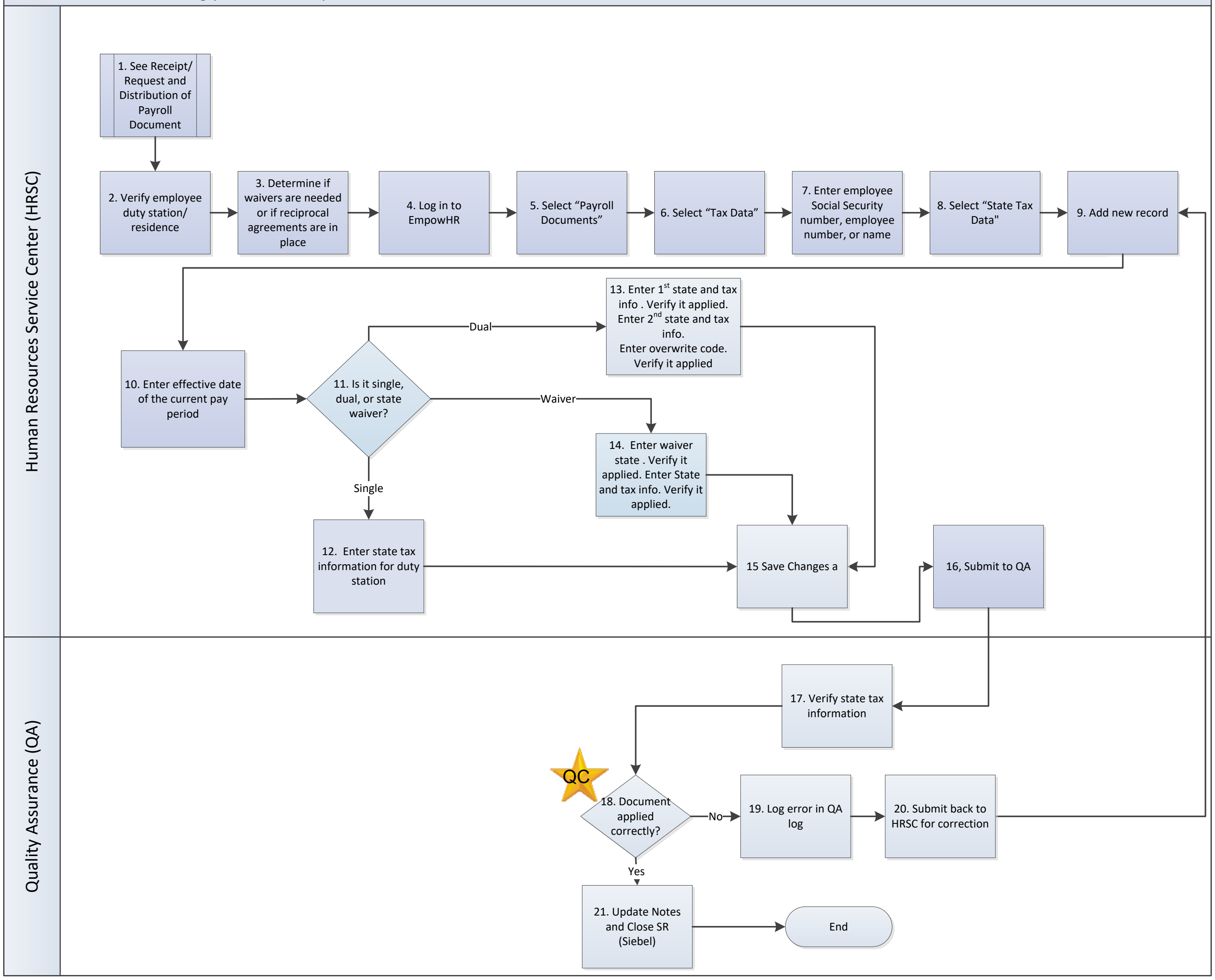



Processing of Payroll Documents
02/14/2017
PR03d – Combined Federal Campaign Processing (SOP PAY - 003)
SOW Reference 3.5.1, 3.5.2
Human Resources Service Center (HRSC)
Quality Assurance (QA)
1. See Receipt/ Request and Distribution of Payroll Document
2. Does employee reside in Natl Cap Region and entered data into Nexxus without sending a printout
No
Yes
3. Log onto Nexxus website to check for elections.
4. Log in to EmpowHR
5. Select "Payroll Documents"
6. Select "Charitable Contributions"
7. Enter employee Social Security number, employee number, or name
8. Add new record
9. Enter effective date of the current pay period
10. Add employee information
11. Save record
12. Update SR (Siebel)
13. Submit to QA
14. Run report (Siebel)
QC
15. Document applied correctly?
No
Yes
17. Log error in QA log
18. Submit back to HRSC for correction
16. Update Notes and Close SR (Siebel)
End


Processing of Payroll Documents
02/14/2017
PR03e – Federal Tax Processing (SOP PAY - 003)
SOW Reference 3.5.1, 3.5.2
Human Resources Service Center (HRSC)
Quality Assurance (QA)
1. See Receipt/ Request and Distribution of Payroll Document
2. Does IRS have control of the w-4?
No
Yes
3
3. Log in to EmpowHR
4. Select "Payroll Documents"
5. Select "Tax Data"
6. Enter employee Social Security number, employee number, or name
7. Select "Federal Tax Data"
8. Add new record
9. Enter effective date of the current pay period
10. Add employee information
11. Save record
12. Update SR (Siebel)
13. Submit to QA
14. Run report (Siebel)
QC
15. Document applied correctly?
No
Yes
17. Log error in QA log
18. Submit back to HRSC for correction
3
16. Update Notes and Close SR (Siebel)
End

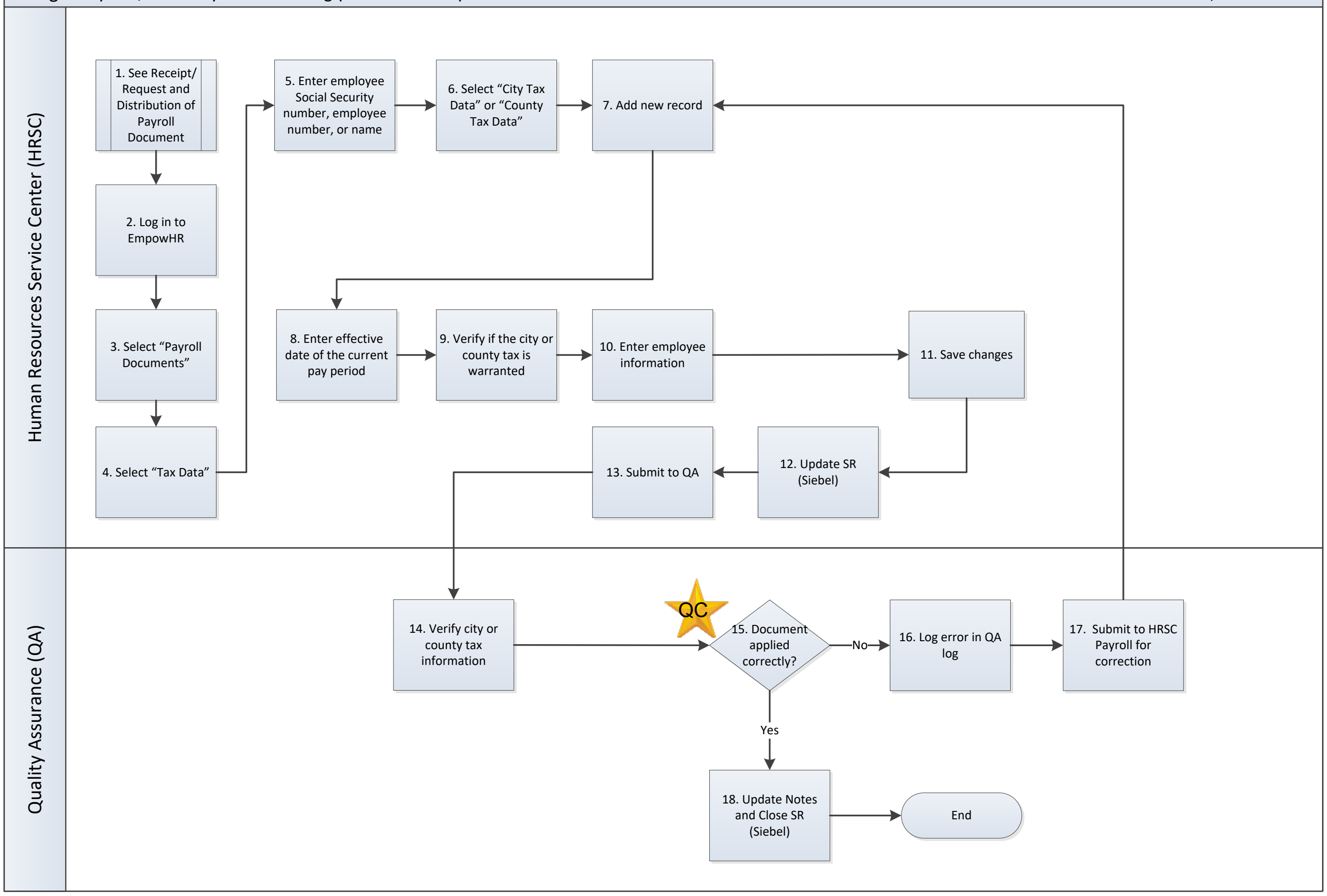
Processing of Payroll Documents 02/14/2017

PR03f – State Tax Processing (SOP PAY - 003) SOW Reference 3.5.1, 3.5.2



Processing of Payroll Documents 02/14/2017

PR03g – City and/or County Tax Processing (SOP PAY - 003) SOW Reference 3.5.1, 3.5.2



Appendix B – Acronyms

Acronym	Definition
CFC	Combined Federal Campaign
DMG	Document Management
GFE	Government Furnished Equipment
GFI	Government Furnished Information
HD	Help Desk
HRSC	Human Resources Service Center
NFC	National Finance Center
OHC	Office of Human Capital
PII	Personally Identifiable Information
PMO	Program Management Office
QA	Quality Assurance
SEL	Statement of Earnings and Leave
SOP	Standard Operating Procedure
SR	Service Request
SOW	Statement of Work
TSA	Transportation Security Administration

Appendix C – Standard Verbiage Job Aid

Address Change

Processed Address Change in EmpowHR/Epic, effective PP-00. Verified the address through USPS.com

Employee separated from TSA over 90 days, we are unable to process this request. Please check with the USPS to forward mail to your new address.

No action required employee processed address change using the self-service option in EPP, verified address in IRIS/124.

Direct Deposit

Processed direct deposit in EmpowHR/Epic effective PP-00.

No action required the employee used the self-service option through EPP. Verified the account and routing number matches IRIS/122.

No action required routing and account number as the same as shown in IRIS/124.

No action required as the employee has separated effective 00/00/0000

Tax Forms

W-4 processed in EmpowHR/Epic effective PP00/00.

Unable to process as the employees exemptions are controlled by the IRS. Employee was notified via email and a screenshot is attached.

No action required employee used the self-service option in EPP to update their exemptions (This is used for both federal and state)

State tax form processed in EmpowHR/Epic effective PP00/00

City taxes processed in EmpowHR/Epic effective PP00/00

No action required as the withholdings in the attachment are the same on the form, placed into QA.

General Note used in all SR's

No action required as this is a duplicate of SR