



General Payroll Intake Job Aid:

HCSC Processors and Payroll Specialists

September 2022

Document Control Information History

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

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Overview

This job aid outlines the required steps for HCSC/TSA Payroll Processors to process payroll requests. It will highlight the various steps they will need to navigate when using ServeU, including all screens, buttons, and fields they will interact with as they process a request.

Roles & Responsibilities

HCSC and TSA Payroll Processors will be responsible for processing accurate and timely services relating to the payroll applications of active TSA employees. They will be able to do so by accessing payroll cases in the back end and reviewing them accordingly.

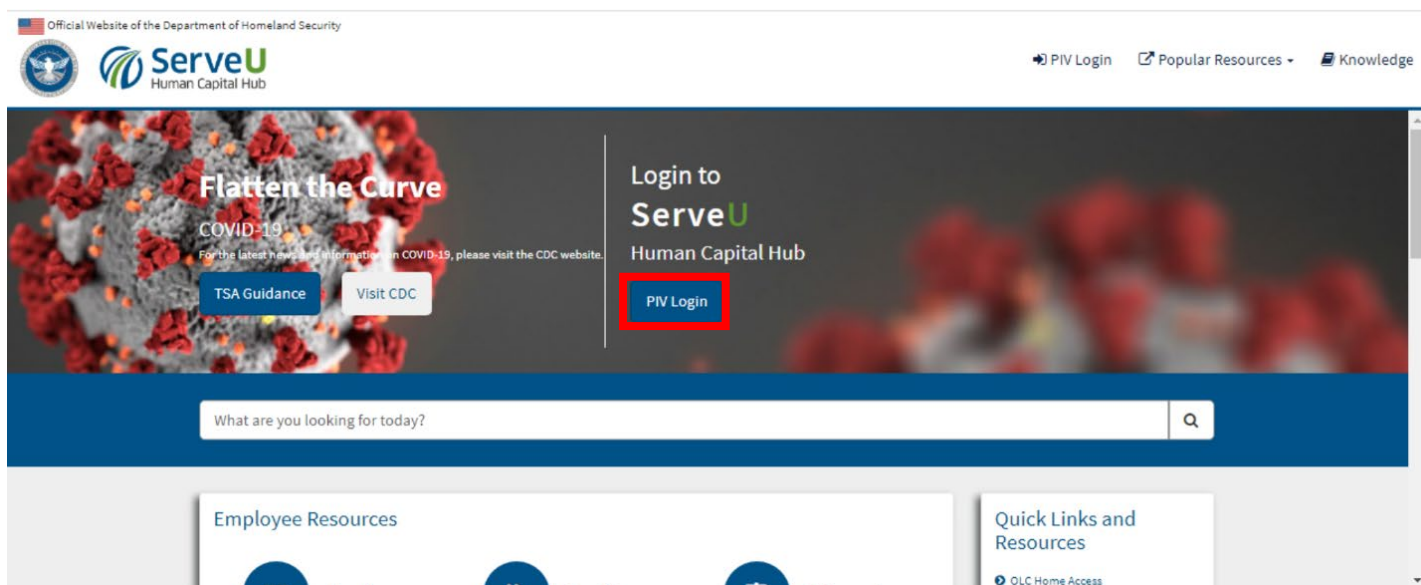
Processing Payroll Requests Workflow

This section will provide an overview of the workflow that a payroll case follows. It will highlight all buttons that trigger between request status changes and mandatory fields.

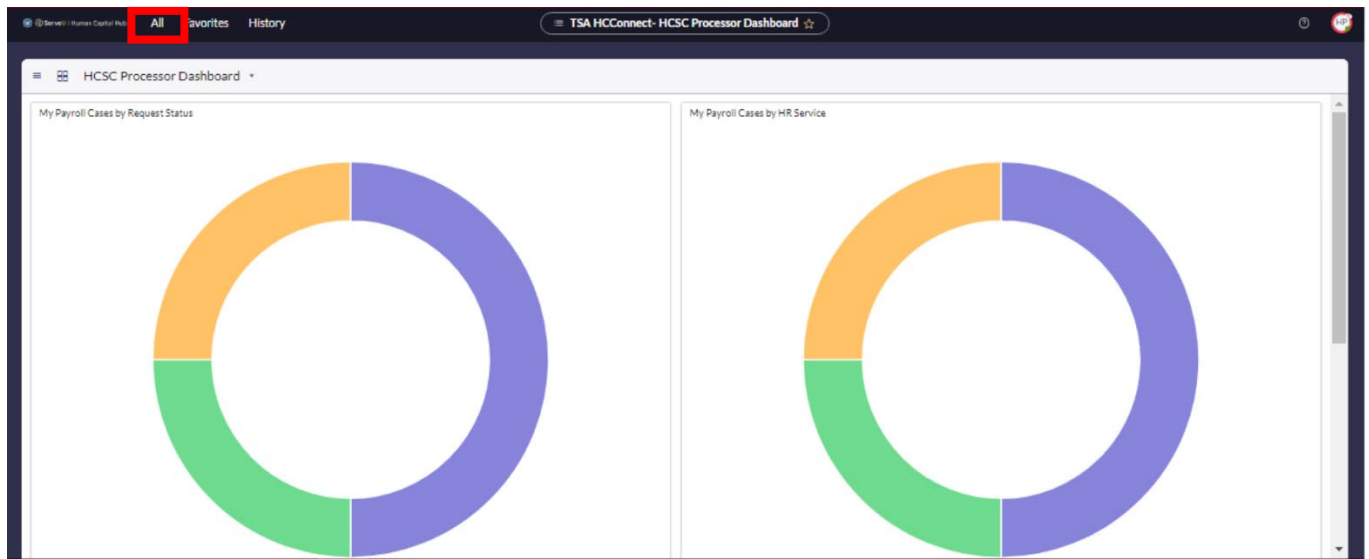
Accessing Payroll Case via Payroll Case Table

To access payroll cases via the Payroll Case Table, complete the following:

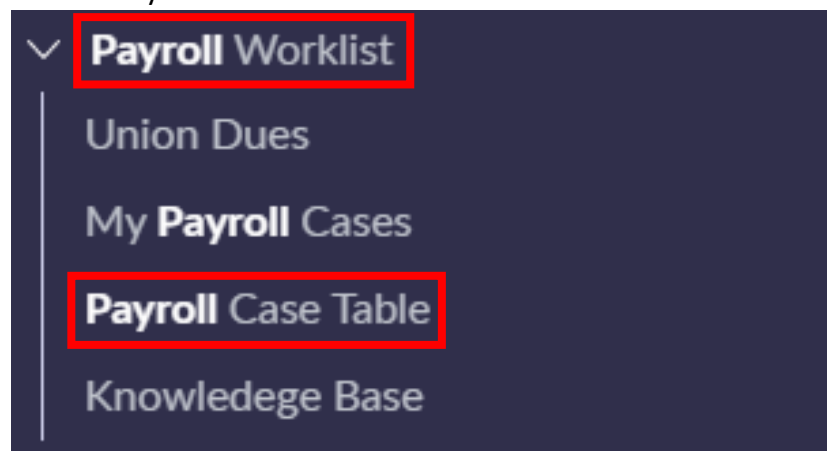
1. Navigate to <https://hcec.tsa.dhs.gov>, click “PIV Login,” and log into ServeU using your PIV card.



2. You will then be redirected to the Processor Dashboard. Click on the “All” tab located at the top left.



- Upon clicking “All,” a drop-down list will appear. Navigate to the section titled “Payroll Worklist” and click “Payroll Case Table.”



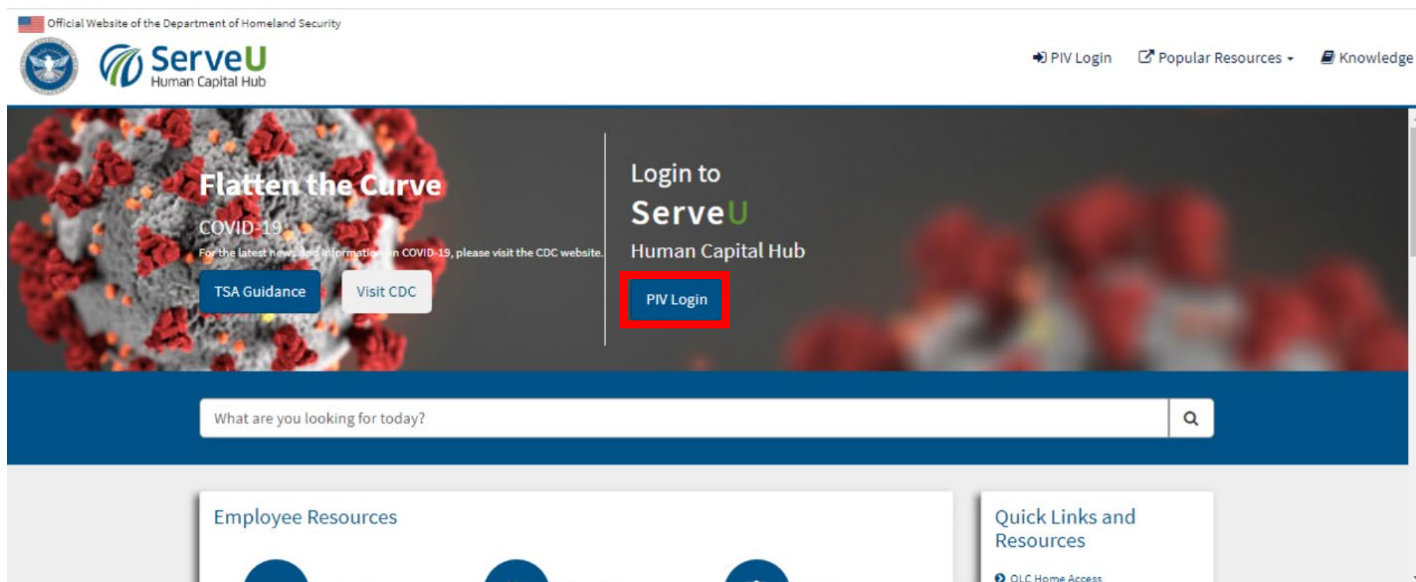
- From there, you will be redirected to the Payroll Case Table, listing all submitted payroll cases.

TSA HConnect- HR Payroll Cases									
Request Number	Request Status	Employee Name	Employee SSN	Created	HR Service	HR Service Type	Assigned to	Department	
(empty)	Drafted	Crotts, Rubin, Andreas	123456789	08/19/2022 16:34:06	Military Pay	(empty)	Test 1, HCSC Payroll	JFK - John F. Kennedy International	
(empty)	Drafted	Symons, Gerard	815109579	08/19/2022 16:39:53	Debt Management	(empty)	Test 1, HCSC Payroll	OTM - Worcester	
(empty)	Drafted	Smoleman, Rogers	577868643	08/22/2022 13:33:52	Military Reserve Pay Differential	(empty)	Test 1, HCSC Payroll	TYR - Tyler Pounds Field	
(empty)	Drafted	Hank, Powell	577868643	08/22/2022 13:37:57	Child Support	(empty)	Test 1, HCSC Payroll	ABI - Abilene Regional Airport	
(empty)	Drafted	Hank, Powell	577868643	08/22/2022 13:40:15	ATIS	System Performance	Test 1, HCSC Payroll	ABI - Abilene Regional Airport	
(empty)	Drafted	Hank, Powell	577868643	08/22/2022 13:43:37	Payroll Documents	Address Change	Test 1, HCSC Payroll	ABI - Abilene Regional Airport	
(empty)	Drafted	Hank, Powell	577868643	08/22/2022 13:43:47	Indebtedness	Debt Waiver	Test 1, HCSC Payroll	ABI - Abilene Regional Airport	
(empty)	Drafted	Hank, Powell	577868643	08/22/2022 13:49:27	On the Job Pay Incentives	Coaching Incentives	Test 1, HCSC Payroll	ABI - Abilene Regional Airport	
(empty)	Drafted	Hank, Powell	577868643	08/22/2022 13:49:10	Pay Concerns	No Pay	Test 1, HCSC Payroll	ABI - Abilene Regional Airport	
(empty)	Drafted	Hank, Powell	577868643	08/22/2022 13:47:19	Pay Documents	ERP SINQ Errors	Test 1, HCSC Payroll	ABI - Abilene Regional Airport	
(empty)	Drafted	Hank, Powell	577868643	08/22/2022 13:47:42	Pay Statement Request	W2 Reports	Test 1, HCSC Payroll	ABI - Abilene Regional Airport	
(empty)	Drafted	Hank, Powell	577868643	08/22/2022 13:48:07	Unemployment Compensation	Employee Upload Form	Test 1, HCSC Payroll	ABI - Abilene Regional Airport	
(empty)	Drafted	Hank, Powell	577868643	08/22/2022 13:48:44	Verifications	Mortgage Rental VOE	Test 1, HCSC Payroll	ABI - Abilene Regional Airport	
(empty)	Drafted	Hank, Powell	577868643	08/22/2022 13:49:10	WashTA	Timescard Force Validations	Test 1, HCSC Payroll	ABI - Abilene Regional Airport	
(empty)	Drafted	may, april	123456789	08/22/2022 14:04:28	Military Pay	Military Reserve Pay Differential	Test 1, HCSC Payroll	DCA - Washington Reagan National	
(empty)	Drafted	may, april	123456789	08/22/2022 14:05:00	Debt Management	Tax Letters	Test 1, HCSC Payroll	DCA - Washington Reagan National	
(empty)	Drafted	Crotts, Rubin, Andreas	123456789	08/22/2022 14:44:54	Military Pay	Military Reserve Pay Differential	Test 1, HCSC Payroll	JFK - John F. Kennedy International	
(empty)	Closed Complete	Crotts, Rubin, Andreas	123456789	08/23/2022 19:54:44	Military Pay	(empty)	Test 2, HCSC Payroll	JFK - John F. Kennedy International	
TYR-22-070416	Drafted	Smoleman, Rogers	577868643	08/23/2022 20:34:21	Unemployment Compensation	Employee Upload Form	Test 1, HCSC Payroll	TYR - Tyler Pounds Field	
TSA-22-070417	Drafted	Banjan, Eunice	189172023	08/23/2022 20:35:33	Debt Management	Processing Fees Returned	Test 1, HCSC Payroll	Support Operations Division	

Accessing Payroll Case via My Payroll Cases

To access payroll cases via “My Payroll Cases,” complete the following:

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



2. You will then be redirected to the Processor Dashboard. Scroll down to the bottom of the page, where you will find the “My Payroll Cases” table with all submitted payroll cases assigned to you.

My Payroll Cases								
Request Number	Request Status	Initiator	Employee Name	HR Service	HR Service Type	Short Description	Affected Pay Period	Airport Code
BOS-22-070509	Drafted	Booker, Brett, J	Booker, Brett, J	Indebtedness	Bill Establishment	Indebtedness case for Brett Booker	2022-07	BOS
MIA-22-070823	Pending QA	Perf16, User0001	Perf16, User0001	Leave	Comp Time Payout Audits	Leave case for User0001 Perf16	(empty)	MIA
MIA-22-070862	Pending QA	Jones, Allison	Jones, Allison	Leave	Leave Ceiling Carryover	Leave case for Allison Jones	(empty)	MIA
TSA-22-071078	Work in Progress	Becerra, Karlos	Becerra, Karlos	Payroll Documents	Address Change	Payroll Documents case for Karlos Becerra	2022-07	

Work in Progress

When a Payroll case is in the “**Work in Progress**” status, it has been submitted and is ready to be reviewed and processed. In this status, you will see the following buttons in the top right corner: “**Review Complete**,” “**Return to Initiator**,” and “**Hold**.”

- a. Please note that with all status updates, an automated email will also be sent to the TSA employee for whom the case was made. IF the employee’s Field HR Specialist initiated the case on their behalf, then they will *also* receive an automated status notification.
- b. If you click “**Review Complete**,” the case’s status will update from “**Work in Progress**” to “**Pending HCSC Processor Review**” or “**Pending QA**.” It is at this point that the case has

been reviewed once by the Payroll Processor and will now be reviewed a final time by the Payroll Processor or sent to the QA Partner, should the case require QA.

- **“Pending HCSC Processor Review”** will appear if the case has been reviewed once by the Payroll Processor, does *not* require QA, and is ready for final review by the Payroll Processor.

Main Case View
BGR-22-071664 View: General Payroll View*

Request Number: BGR-22-071664
Request Status: **Work in Progress**
* Initiator: de Clercq, Ardath.
Date Requested Submitted: 09/19/2022
Assignment group: HCSC Payroll
Assigned to: Test 9, HCSC Payroll

First name: Ardath
Middle name:
Last name: de Clercq
Date of birth: 09/22/1995
* Employee SSN: 770745624
Email: adeclercq@ppbdevms.net
Position Title: PROGRAM MANAGER

Buttons: Review Complete, Return to Initiator, Hold

Main Case View
BGR-22-071664 View: General Payroll View*

Request Number: BGR-22-071664
Request Status: **Pending HCSC Processor Review**
* Initiator: de Clercq, Ardath.
Date Requested Submitted: 09/19/2022
Assignment group: HCSC Payroll
Assigned to: Test 9, HCSC Payroll

First name: Ardath
Middle name:
Last name: de Clercq
Date of birth: 09/22/1995
* Employee SSN: 770745624
Email: adeclercq@ppbdevms.net
Position Title: PROGRAM MANAGER

Buttons: Complete

- **“Pending QA”** will appear if the case has been reviewed once by the Payroll Processor, does require QA, and is ready for QA from the QA Partner.

Main Case View
BGR-22-071669 View: General Payroll View*

Request Number: BGR-22-071669
Request Status: **Work in Progress**
* Initiator: de Clercq, Ardath.
Date Requested Submitted: 09/19/2022
Assignment group: HCSC Payroll
Assigned to: Test 11, HCSC Payroll

First name: Ardath
Middle name:
Last name: de Clercq
Date of birth: 09/22/1995
* Employee SSN: 770745624
Email: adeclercq@ppbdevms.net
Position Title: PROGRAM MANAGER

Buttons: Review Complete, Return to Initiator, Hold

Main Case View
BGR-22-071669 View: General Payroll View*

Request Number: BGR-22-071669
Request Status: **Pending QA**
* Initiator: de Clercq, Ardath.
Date Requested Submitted: 09/19/2022
Assignment group: HCSC Payroll
Assigned to: Test 1, HCSC Payroll

First name: Ardath
Middle name:
Last name: de Clercq
Date of birth: 09/22/1995
* Employee SSN: 770745624
Email: adeclercq@ppbdevms.net
Position Title: PROGRAM MANAGER

Buttons: TP, Review Complete, Return to Initiator, Hold

- If you click **“Return to Initiator,”** the case’s status will update from **“Work in Progress”** to **“Pending Employee Action.”** Payroll Processors may click this button if they find an issue with the case and need additional information. In clicking this button, the case will be sent back to the Initiator for adjustments.

Main Case View
BGR-22-071664 View: General Payroll View*

Request Number: BGR-22-071664
Request Status: **Work in Progress**
* Initiator: de Clercq, Ardath,
Date Requested Submitted: 09/19/2022
Assignment group: HCSC Payroll
Assigned to: Test 9, HCSC Payroll

First name: Ardath
Middle name:
Last name: de Clercq
Date of birth: 09/22/1995
* Employee SSN: 770745624
Email: adeclercq@ppbdevms.net
Position Title: PROGRAM MANAGER

Review Complete Return to Initiator Hold

Main Case View
BGR-22-071664 View: General Payroll View*

Request Number: BGR-22-071664
Request Status: **Pending Employee Action**
* Initiator: de Clercq, Ardath,
Date Requested Submitted: 09/19/2022
Assignment group:
Assigned to: de Clercq, Ardath,

First name: Ardath
Middle name:
Last name: de Clercq
Date of birth: 09/22/1995
* Employee SSN: 770745624
Email: adeclercq@ppbdevms.net
Position Title: PROGRAM MANAGER

- d. If you click “**Hold**,” the case’s status will update from “**Work in Progress**” to “**Awaiting Third Party**.” Payroll Processors may click this button if the case requires another government agency or office’s review.

Main Case View
BGR-22-071664 View: General Payroll View*

Request Number: BGR-22-071664
Request Status: **Work in Progress**
* Initiator: de Clercq, Ardath,
Date Requested Submitted: 09/19/2022
Assignment group: HCSC Payroll
Assigned to: Test 9, HCSC Payroll

First name: Ardath
Middle name:
Last name: de Clercq
Date of birth: 09/22/1995
* Employee SSN: 770745624
Email: adeclercq@ppbdevms.net
Position Title: PROGRAM MANAGER

Review Complete Return to Initiator **Hold**

Main Case View
BGR-22-071664 View: General Payroll View*

Request Number: BGR-22-071664
Request Status: **Awaiting Third Party**
* Initiator: de Clercq, Ardath,
Date Requested Submitted: 09/19/2022
Assignment group: HCSC Payroll
Assigned to: Test 9, HCSC Payroll

First name: Ardath
Middle name:
Last name: de Clercq
Date of birth: 09/22/1995
* Employee SSN: 770745624
Email: adeclercq@ppbdevms.net
Position Title: PROGRAM MANAGER

Resume

Pending Employee Action

When a Payroll case is in the “**Pending Employee Action**” status, it means that the Payroll Processor initially reviewed the case and returned it to the Initiator due to additional information or adjustments needed.

- a. Please note that with all status updates, an automated email will also be sent to the TSA employee for whom the case was made. IF the employee’s Field HR Specialist initiated the case on their behalf, then they will *also* receive an automated status notification.

- b. To return the case, the Payroll Processor will click **“Return to Initiator”** while it is in a **“Work in Progress”** status. The case’s status will then update from **“Work in Progress”** to **“Pending Employee Action.”**

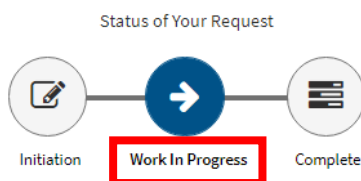
Main Case View
BGR-22-071664 View: General Payroll View*

First name	Ardath	Request Number	BGR-22-071664
Middle name		Request Status	Work in Progress
Last name	de Clercq	* Initiator	de Clercq, Ardath,
Date of birth	09/22/1995	Date Requested Submitted	09/19/2022
* Employee SSN	770745624	Assignment group	HCSC Payroll
Email	adeclercq@ppbdevms.net	Assigned to	Test 9, HCSC Payroll
Position Title	PROGRAM MANAGER		

Main Case View
BGR-22-071664 View: General Payroll View*

First name	Ardath	Request Number	BGR-22-071664
Middle name		Request Status	Pending Employee Action
Last name	de Clercq	* Initiator	de Clercq, Ardath,
Date of birth	09/22/1995	Date Requested Submitted	09/19/2022
* Employee SSN	770745624	Assignment group	
Email	adeclercq@ppbdevms.net	Assigned to	de Clercq, Ardath,
Position Title	PROGRAM MANAGER		

- c. Once the necessary changes have been made, the Initiator will then resubmit the case and the case will update to **“Work in Progress”** for the Payroll Processor to review again.



Request Details - Review Only

BGR-22-071664

Main Case View

First name	Ardath	Request Number	BGR-22-071664
Middle name		Request Status	Pending Employee Action

Actions

- Resubmit Case
- Audit Log
- Email Log

Navigate

Awaiting Third Party

When a Payroll case is in the **“Awaiting Third Party”** status, it is awaiting review from another government agency or office.

- Please note that with all status updates, an automated email will also be sent to the TSA employee for whom the case was made. IF the employee's Field HR Specialist initiated the case on their behalf, then they will *also* receive an automated status notification.
- To achieve an **"Awaiting Third Party"** status, the Payroll Processor will click **"Hold"** while the case is in a **"Work in Progress"** status. The case will then change from **"Work in Progress"** to **"Awaiting Third Party."**

Main Case View
BGR-22-071664 View: General Payroll View*

Request Number: BGR-22-071664

Request Status: **Work in Progress**

* Initiator: de Clercq, Ardath,

Date Requested Submitted: 09/19/2022

Assignment group: HCSC Payroll

Assigned to: Test 9, HCSC Payroll

First name: Ardath

Middle name:

Last name: de Clercq

Date of birth: 09/22/1995

* Employee SSN: 770745624

Email: adeclercq@ppbdevms.net

Position Title: PROGRAM MANAGER

Buttons: Review Complete, Return to Initiator, **Hold**

Main Case View
BGR-22-071664 View: General Payroll View*

Request Number: BGR-22-071664

Request Status: **Awaiting Third Party**

* Initiator: de Clercq, Ardath,

Date Requested Submitted: 09/19/2022

Assignment group: HCSC Payroll

Assigned to: Test 9, HCSC Payroll

First name: Ardath

Middle name:

Last name: de Clercq

Date of birth: 09/22/1995

* Employee SSN: 770745624

Email: adeclercq@ppbdevms.net

Position Title: PROGRAM MANAGER

Buttons: Resume

- Once the government agency or office has reviewed the case, the Payroll Processor can click **"Resume"** and the case's status will update from **"Awaiting Third Party"** to **"Work in Progress."**

Main Case View
BGR-22-071664 View: General Payroll View*

Request Number: BGR-22-071664

Request Status: **Awaiting Third Party**

* Initiator: de Clercq, Ardath,

Date Requested Submitted: 09/19/2022

Assignment group: HCSC Payroll

Assigned to: Test 9, HCSC Payroll

First name: Ardath

Middle name:

Last name: de Clercq

Date of birth: 09/22/1995

* Employee SSN: 770745624

Email: adeclercq@ppbdevms.net

Position Title: PROGRAM MANAGER

Buttons: Resume

Main Case View
BGR-22-071664 View: General Payroll View*

Request Number: BGR-22-071664

Request Status: **Work in Progress**

* Initiator: de Clercq, Ardath,

Date Requested Submitted: 09/19/2022

Assignment group: HCSC Payroll

Assigned to: Test 9, HCSC Payroll

First name: Ardath

Middle name:

Last name: de Clercq

Date of birth: 09/22/1995

* Employee SSN: 770745624

Email: adeclercq@ppbdevms.net

Position Title: PROGRAM MANAGER

Buttons: Review Complete, Return to Initiator, Hold

Pending QA

Not all Payroll HR services will require QA. However, when a Payroll case is in the **"Pending QA"** status, it has been reviewed once by the Payroll Processor and then submitted for QA.

- a. Please note that with all status updates, an automated email will also be sent to the TSA employee for whom the case was made. IF the employee's Field HR Specialist initiated the case on their behalf, then they will *also* receive an automated status notification.
- b. To submit the case for QA, the Payroll Processor will click **"Review Complete,"** while the case is in a **"Work in Progress"** status. In doing so, the case's status will update from **"Work in Progress"** to **"Pending QA"** and the case will be assigned to the QA Partner for review.

Main Case View
BGR-22-071669 View: General Payroll View*

Request Number: BGR-22-071669

Request Status: **Work in Progress**

* Initiator: de Clercq, Ardath,

Date Requested Submitted: 09/19/2022

Assignment group: HCSC Payroll

Assigned to: Test 11, HCSC Payroll

First name: Ardath

Middle name:

Last name: de Clercq

Date of birth: 09/22/1995

* Employee SSN: 770745624

Email: adeclercq@ppbdevms.net

Position Title: PROGRAM MANAGER

Review Complete Return to Initiator Hold

Main Case View
BGR-22-071669 View: General Payroll View*

Request Number: BGR-22-071669

Request Status: **Pending QA**

* Initiator: de Clercq, Ardath,

Date Requested Submitted: 09/19/2022

Assignment group: HCSC Payroll

* Assigned to: Test 1, HCSC Payroll

First name: Ardath

Middle name:

Last name: de Clercq

Date of birth: 09/22/1995

* Employee SSN: 770745624

Email: adeclercq@ppbdevms.net

Position Title: PROGRAM MANAGER

TP

- c. After QA has been completed, the QA Partner will click **"Review Complete."** As a result, the case's status will update from **"Pending QA"** to **"Pending HCSC Processor Review"** for the Payroll Processor's *second/final* review.

Main Case View
BGR-22-071669 View: General Payroll View*

Request Number: BGR-22-071669

Request Status: Pending QA

* Initiator: de Clercq, Ardath,

Date Requested Submitted: 09/19/2022

Assignment group: HCSC Payroll

* Assigned to: Test 1, HCSC Payroll

First name: Ardath

Middle name:

Last name: de Clercq

Date of birth: 09/22/1995

* Employee SSN: 770745624

Email: adeclercq@ppbdevms.net

Position Title: PROGRAM MANAGER

Return to Processor **Review Complete**

Main Case View
BGR-22-071149 View: General Payroll View*

Manage Attachments (1): Attachment.txt [rename][download]

Request Number: BGR-22-071149

Due Date APS: 11/12/2022

Request Status: **Pending HCSC Processor Review**

* Initiator: de Clercq, Ardath,

Date Requested Submitted: 09/13/2022

Assignment group: HCSC Payroll

Assigned to: Test 11, HCSC Payroll

First name: Ardath

Middle name:

Last name: de Clercq

Date of birth: 09/22/1995

* Employee SSN: 770745624

Email: adeclercq@ppbdevms.net

Position Title: PROGRAM MANAGER

Pending HCSC Processor Review

There are two scenarios in which a payroll case will have a “Pending HCSC Processor Review” status.

- a. Please note that with all status updates, an automated email will also be sent to the TSA employee for whom the case was made. IF the employee’s Field HR Specialist initiated the case on their behalf, then they will *also* receive an automated status notification.
- b. The first scenario in which a case will update to a “Pending HCSC Processor Review” status is when the case is in a “Work in Progress” status. Once the Payroll Processor has completed their *first* initial review, they will click “Review Complete” and the status will update again to “Pending HCSC Processor Review.”

Main Case View
BGR-22-071664 View: General Payroll View*

First name: Ardath
Middle name:
Last name: de Clercq
Date of birth: 09/22/1995
Employee SSN: 770745624
Email: adeclercq@ppbdevms.net
Position Title: PROGRAM MANAGER

Request Number: BGR-22-071664
Request Status: Work in Progress
Initiator: de Clercq, Ardath
Date Requested Submitted: 09/19/2022
Assignment group: HCSC Payroll
Assigned to: Test 9, HCSC Payroll

Buttons: Review Complete, Return to Initiator, Hold

Main Case View
BGR-22-071664 View: General Payroll View*

First name: Ardath
Middle name:
Last name: de Clercq
Date of birth: 09/22/1995
Employee SSN: 770745624
Email: adeclercq@ppbdevms.net
Position Title: PROGRAM MANAGER

Request Number: BGR-22-071664
Request Status: Pending HCSC Processor Review
Initiator: de Clercq, Ardath
Date Requested Submitted: 09/19/2022
Assignment group: HCSC Payroll
Assigned to: Test 9, HCSC Payroll

Buttons: Complete

- d. The second scenario in which a payroll case will update to a “Pending HCSC Processor Review” status is when the case is in a “Pending QA” status. Once the QA Partner has reviewed the case, they will click “Review Complete.” As a result, the case’s status will update from “Pending QA” to “Pending HCSC Processor Review” for the Payroll Processor’s *second/final* review.

Main Case View
BGR-22-071150 View: General Payroll View*

Manage Attachments (1): Attachment.txt [rename][download]

First name: Ardath
Middle name:
Last name: de Clercq
Date of birth: 09/22/1995
Employee SSN: 770745624
Email: adeclercq@ppbdevms.net
Position Title: PROGRAM MANAGER

Request Number: BGR-22-071150
Due Date APS: 11/12/2022
Request Status: Pending QA
Initiator: de Clercq, Ardath
Date Requested Submitted: 09/13/2022
Assignment group: HCSC Payroll
Assigned to: Test 1, HCSC Payroll

Buttons: Return to Processor, Review Complete

Main Case View
BGR-22-071669 View: General Payroll View*

First name	Ardath	Request Number	BGR-22-071669
Middle name		Request Status	Pending HCSC Processor Review
Last name	de Clercq	* Initiator	de Clercq, Ardath
Date of birth	09/22/1995	Date Requested Submitted	09/19/2022
* Employee SSN	770745624	Assignment group	HCSC Payroll
Email	adeclercq@ppbdevms.net	Assigned to	Test 11, HCSC Payroll
Position Title	PROGRAM MANAGER		

Closed Complete

When a Payroll case is in the “**Closed Complete**” status, it has been fully reviewed, approved, processed, and applied to NFC.

- Please note that with all status updates, an automated email will also be sent to the TSA employee for whom the case was made. IF the employee’s Field HR Specialist initiated the case on their behalf, then they will *also* receive an automated status notification.
- To achieve a “**Closed Complete**” status, the Payroll Processor will need to click “**Complete**” during their *second/final* case review. The case will change from a status of “**Pending HCSC Processor Review**” to “**Closed Complete**.”

Main Case View
BGR-22-071664 View: General Payroll View*

First name	Ardath	Request Number	BGR-22-071664
Middle name		Request Status	Pending HCSC Processor Review
Last name	de Clercq	* Initiator	de Clercq, Ardath
Date of birth	09/22/1995	Date Requested Submitted	09/19/2022
* Employee SSN	770745624	Assignment group	HCSC Payroll
Email	adeclercq@ppbdevms.net	Assigned to	Test 9, HCSC Payroll
Position Title	PROGRAM MANAGER		

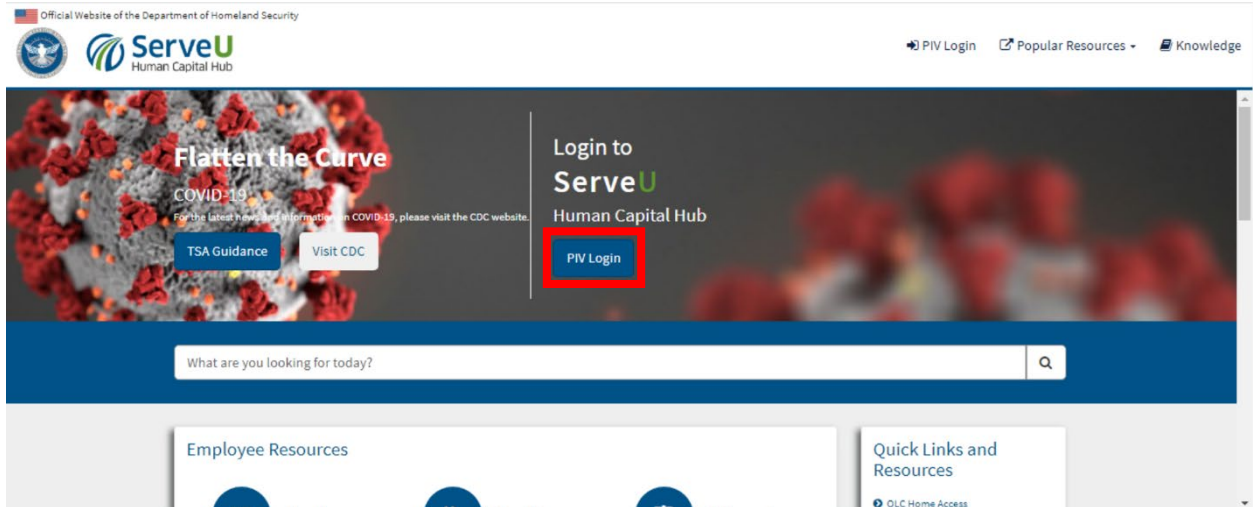
Main Case View
BGR-22-071664 View: General Payroll View*

First name	Ardath	Request Number	BGR-22-071664
Middle name		Request Status	Closed Complete
Last name	de Clercq	Initiator	de Clercq, Ardath
Date of birth	09/22/1995	Date Requested Submitted	09/19/2022
* Employee SSN	770745624	Assignment group	HCSC Payroll
Email	adeclercq@ppbdevms.net	Assigned to	Test 9, HCSC Payroll
Position Title	PROGRAM MANAGER		

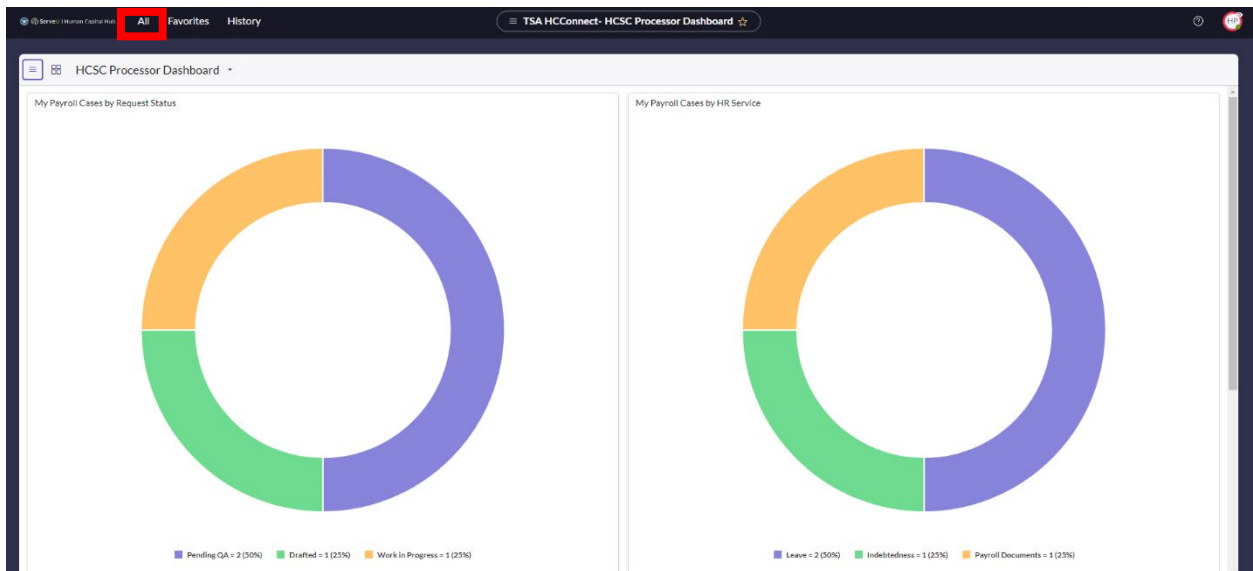
Case Creation

Some Payroll HR Services will require request initiation via the back end. To do so:

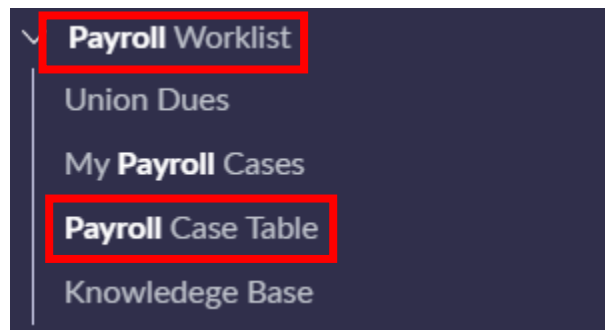
- Navigate to <https://hcec.tsa.dhs.gov>, click “PIV Login,” and log into ServeU using your PIV card.



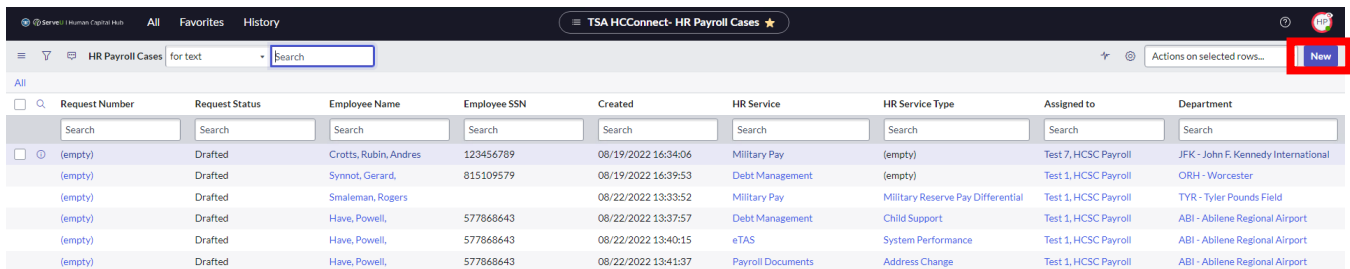
- You will be redirected to the Processor homepage. Click on the “All” tab located in the top left corner.



- Upon clicking “All,” a drop-down list will appear. Navigate to the section title “Payroll Worklist” and click “Payroll Case Table.”



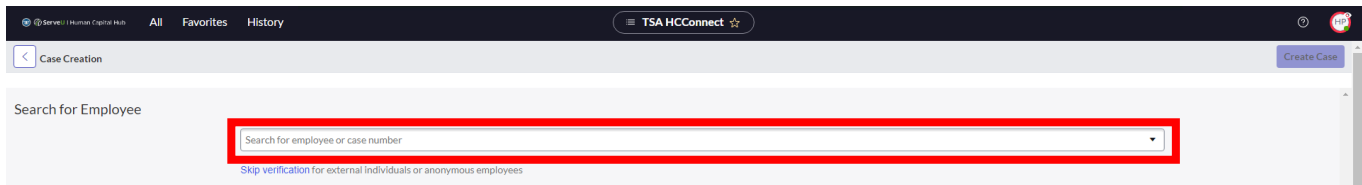
4. Click on the “New” button located in the top-right corner.



The screenshot shows the 'TSA HCCConnect - HR Payroll Cases' interface. At the top, there are tabs for 'All', 'Favorites', and 'History'. Below these is a search bar and a 'New' button in the top right corner, which is highlighted with a red box. The main area displays a table of payroll cases with columns for Request Number, Request Status, Employee Name, Employee SSN, Created, HR Service, HR Service Type, Assigned to, and Department.

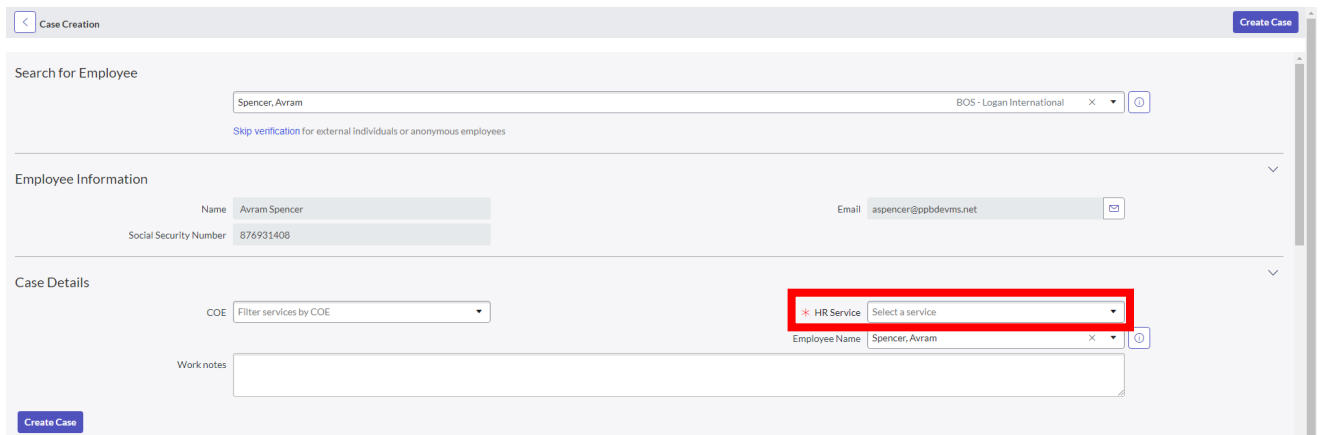
Request Number	Request Status	Employee Name	Employee SSN	Created	HR Service	HR Service Type	Assigned to	Department
(empty)	Drafted	Crotts, Rubin, Andres	123456789	08/19/2022 16:34:06	Military Pay	(empty)	Test 7, HCSC Payroll	JFK - John F. Kennedy International
(empty)	Drafted	Synnot, Gerard,	815109579	08/19/2022 16:39:53	Debt Management	(empty)	Test 1, HCSC Payroll	ORH - Worcester
(empty)	Drafted	Smaleman, Rogers		08/22/2022 13:33:52	Military Pay	Military Reserve Pay Differential	Test 1, HCSC Payroll	TYR - Tyler Pounds Field
(empty)	Drafted	Have, Powell,	577868643	08/22/2022 13:37:57	Debt Management	Child Support	Test 1, HCSC Payroll	ABI - Abilene Regional Airport
(empty)	Drafted	Have, Powell,	577868643	08/22/2022 13:40:15	eTAS	System Performance	Test 1, HCSC Payroll	ABI - Abilene Regional Airport
(empty)	Drafted	Have, Powell,	577868643	08/22/2022 13:41:37	Payroll Documents	Address Change	Test 1, HCSC Payroll	ABI - Abilene Regional Airport

5. You will be redirected to a case creation page. In the search box, enter the employee’s name that you’d like to initiate a request for.



The screenshot shows the 'Case Creation' page. At the top, there are tabs for 'All', 'Favorites', and 'History'. Below these is a search bar and a 'Create Case' button in the top right corner. The main area has a section titled 'Search for Employee' with a search box that is highlighted with a red box. Below the search box is a link that says 'Skip verification for external individuals or anonymous employees'.

6. In doing so, a case creation form will appear with the employee’s name. Select the HR service that you are creating a request for.



The screenshot shows the 'Case Creation' form. At the top, there are tabs for 'All', 'Favorites', and 'History'. Below these is a search bar and a 'Create Case' button in the top right corner. The main area has a section titled 'Search for Employee' with a search box containing 'Spencer, Avram'. Below this is a section titled 'Employee Information' with fields for Name, Email, and Social Security Number. Below that is a section titled 'Case Details' with a 'COE' dropdown menu and an 'HR Service' dropdown menu, which is highlighted with a red box. The 'Employee Name' field is also visible.

7. Click the “Create Case” button in the bottom left corner or top-right corner.

Case Creation Create Case

Search for Employee

Spencer, Avram BOS - Logan International x

[Skip verification](#) for external individuals or anonymous employees

Employee Information

Name Avram Spencer Email aspencer@ppbdevms.net

Social Security Number 876931408

Case Details

COE HR Payroll Case * HR Service Indebtedness x

Employee Name Spencer, Avram x

Work notes

Create Case

8. In doing so, you will be redirected to a page highlighting all request details. At this point, you will need to input the correct HR Service Type and the Initiator. **The Initiator should be the employee for whom the case is being opened for.**

Main Case View BOS-22-071099 View: General Payroll View* Review Complete Return to Initiator Hold

First name Avram Request Number BOS-22-071099

Middle name Due Date APS 11/11/2022

Last name Spencer Request Status Work in Progress

Date of birth 08/29/1982 * Initiator

* Employee SSN 876931408 Date Requested Submitted 09/12/2022

Email aspencer@ppbdevms.net Assignment group HCSC Payroll

Position Title TRANSPORTATION SECURITY OFFICER Assigned to Test 9, HCSC Payroll

* Payroll Request Type Employee Information Contact Information Comments and Work Notes

* HR Service Indebtedness

* HR Service Type

Affected Pay Period

Review Complete Return to Initiator Hold

9. After filling out the HR Service Type and Initiator, click on the button in the top-left corner with three lines and click "Save."

Main Case View BOS-22-071099 View: General Payroll View* Review Complete Return to Initiator Hold

First name Avram Request Number BOS-22-071099

Middle name Due Date APS 11/11/2022

Last name Spencer Request Status Work in Progress

Date of birth 08/29/1982 * Initiator Lee, Jordan

* Employee SSN 876931408 Date Requested Submitted 09/12/2022

Email aspencer@ppbdevms.net Assignment group HCSC Payroll

Position Title TRANSPORTATION SECURITY OFFICER Assigned to Test 9, HCSC Payroll

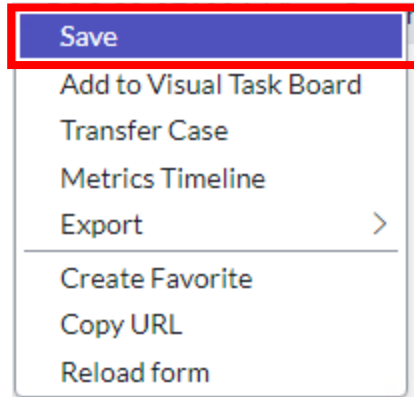
Payroll Request Type Employee Information Contact Information Comments and Work Notes

* HR Service Indebtedness

* HR Service Type Bill Establishment

Affected Pay Period

Review Complete Return to Initiator Hold



10. All required fields have now been entered and saved successfully. The request status will also now be “Work in Progress.”

Main Case View
BOS-22-071094 View: General Payroll View*

First name	Avram	Request Number	BOS-22-071094
Middle name		Due Date APS	11/11/2022
Last name	Spencer	Request Status	Work in Progress
Date of birth	08/29/1982	* Initiator	Lee, Jordan
* Employee SSN	676931408	Date Requested Submitted	09/12/2022
Email	aspencer@ppbdevms.net	Assignment group	HCSC Payroll
Position Title	TRANSPORTATION SECURITY OFFICER	Assigned to	Test 9, HCSC Payroll

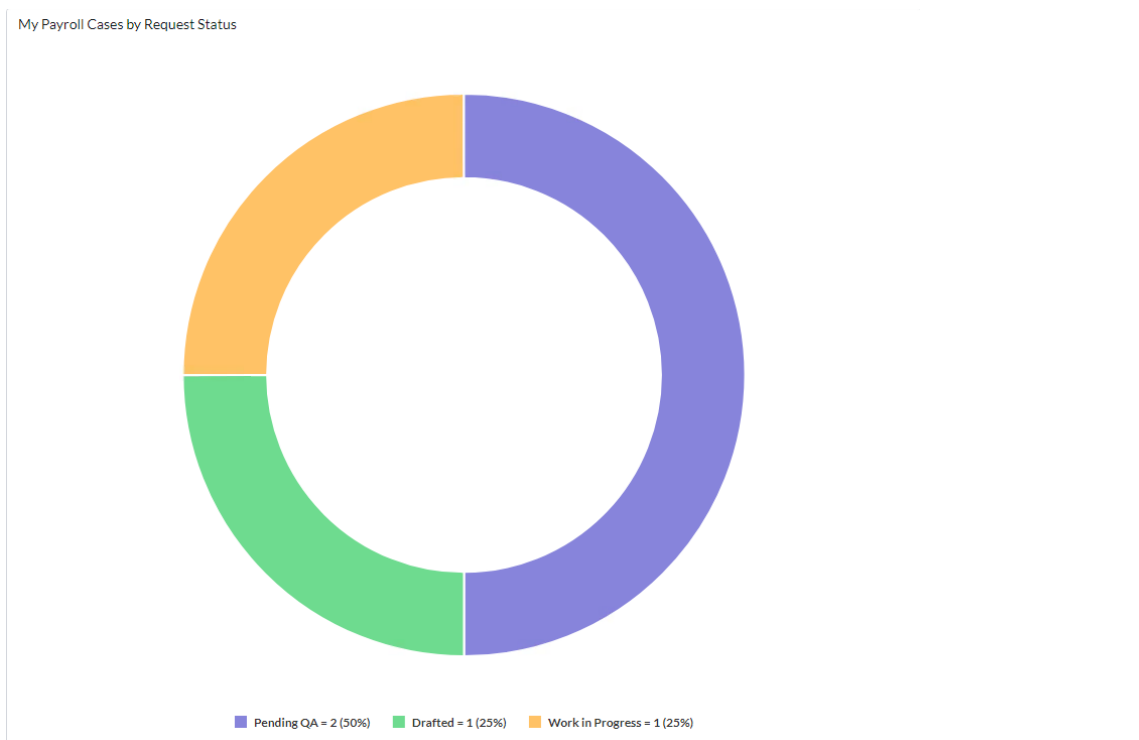
Payroll Request Type	Employee Information	Contact Information	Comments and Work Notes
* HR Service	Indebtedness		
* HR Service Type	Bill Establishment		

Affected Pay Period

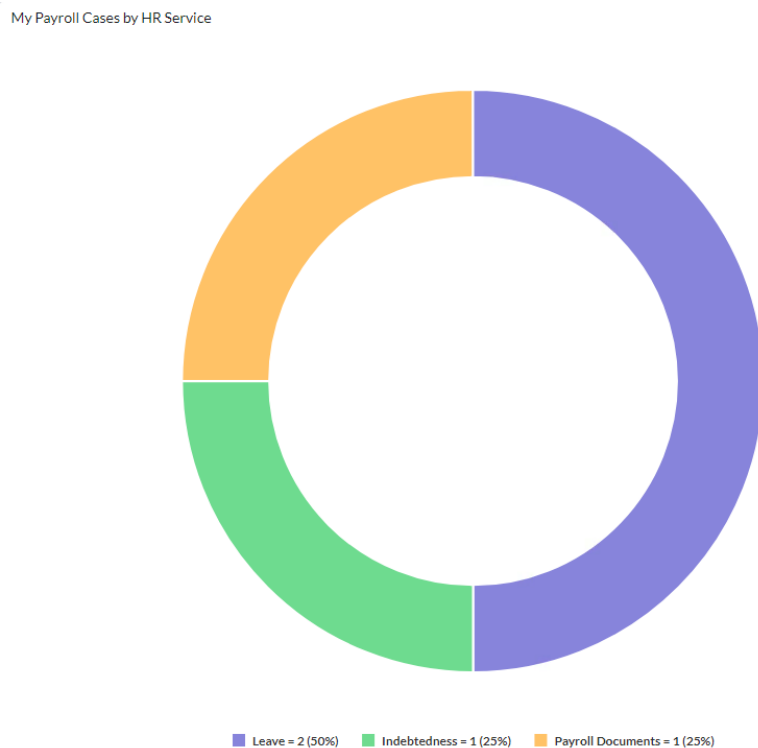
Processor Dashboard

The Processor Dashboard includes three components: Payroll Cases by Request Status, Payroll Cases by HR Service, and My Payroll Cases.

- a) **Payroll Cases by Request Status** provides a visual representation of all Payroll cases broken down by request status.



b) **Payroll Cases by HR Services** provides a visual representation of all Payroll cases broken down by HR Service.



- c) The **My Payroll Cases** table includes all cases that you submitted for yourself or on behalf of another TSA employee.

Request Number	Request Status	Initiator	Employee Name	HR Service	HR Service Type	Short Description	Affected Pay Period	Airport Code
BOS-22-070509	Drafted	Booker, Brett, J	Booker, Brett, J	Indebtedness	Bill Establishment	Indebtedness case for Brett Booker	2022-07	BOS
MIA-22-070823	Pending QA	Perf16, User0001	Perf16, User0001	Leave	Comp Time Payout Audits	Leave case for User0001 Perf16	(empty)	MIA
MIA-22-070862	Pending QA	Jones, Allison	Jones, Allison	Leave	Leave Ceiling Carryover	Leave case for Allison Jones	(empty)	MIA
TSA-22-071078	Work In Progress	Becerra, Karlos	Becerra, Karlos	Payroll Documents	Address Change	Payroll Documents case for Karlos Becerra	2022-07	

« < 1 to 4 of 4 > »

Appendix

Field Definitions Key

	Auto-populated field from NFC
	Initial formula output
	Manual override field

Highlighted Fields Key

	Button
	Mandatory field
	Other
	Request Status

Main Case View

When opening a case in the back end, you will be redirected to a page highlighting all request details. The **Main Case View** section displays several general fields about the employee and their payroll request. In the top left-hand corner, you will see any attachments included in the employee's original request. In the top-right corner, there is a paperclip icon for Attachments. There is also a heartbeat icon for the Activity Stream, and 3 UI buttons: "Review Complete," "Return to Initiator," and "Hold."

Field Definitions:

First Name: Employee's first name	Request Number: Unique case number that is generated when the case is opened
Middle Name: Employee's middle name	Request Status: Status of the case

Last Name: Employee's last name	Initiator: Name of employee who created the case
Date of Birth: Employee's DOB	Date Request Submitted: Date the case was created
Employee SSN: Employee's SSN	Assignment Group: Processor group that the HR Payroll Team is mapped to
Email: Employee's email	Assigned To: Processor who the case is assigned to
Position Title: Employee's position title	

Payroll Request Type Tab

When opening a case in the back end, you will be redirected to a page highlighting all request details. 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

Employee Information Tab

When opening a case in the back end, you will be redirected to a page highlighting all request details. The **Employee Information** section displays fields relevant to employee's unique information.

Field Definitions:

Pay Plan: Indicates which pay plan an employee is under (i.e., executive pay, non-executive pay)	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
Occupational Code: Employee's occupational series	Entrance on Duty (EOD): Date employee began serving TSA
Airport Code: Employee's Airport Code	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
Work Schedule: Employee's work schedule type	Tour of Duty Hours: Hour that constitute an employee's regularly scheduled work week

Payroll Request Type	Employee Information	Contact Information	Comments and Work Notes
	Pay Plan		Service Comp Date
	Occupational Code		Entrance on Duty (EOD)
	Airport Code	BOS	Personnel Office Identifier (POI)
			Tour of Duty Hours
			Work Schedule

Contact Information Tab

When opening a case in the back end, you will be redirected to a page highlighting all request details. The **Contact Information** section displays fields relevant to an employee's unique information.

Field Definitions:

Home Address: Employee's residential street address	Personal Email: Employee's personal email address
Home City: Employee's city of residence	Personal mobile phone: Employee's personal mobile phone number
Home State/Territory: Employee's state of residence	Work Phone: Employee's work phone number
Home Zip / Postal Code: Employee's country of residence	Home Phone: Employee's home phone number
Home Country: Employee's country of residence	

Payroll Request Type	Employee Information	Contact Information	Comments and Work Notes
	Home address	Ap #380-7930 A	Personal email
	Home city	Boston	Personal mobile phone
	Home state / territory		Work phone
	Home zip / postal code	02111	Home phone
	Home country		

Comments and Work Notes Tab

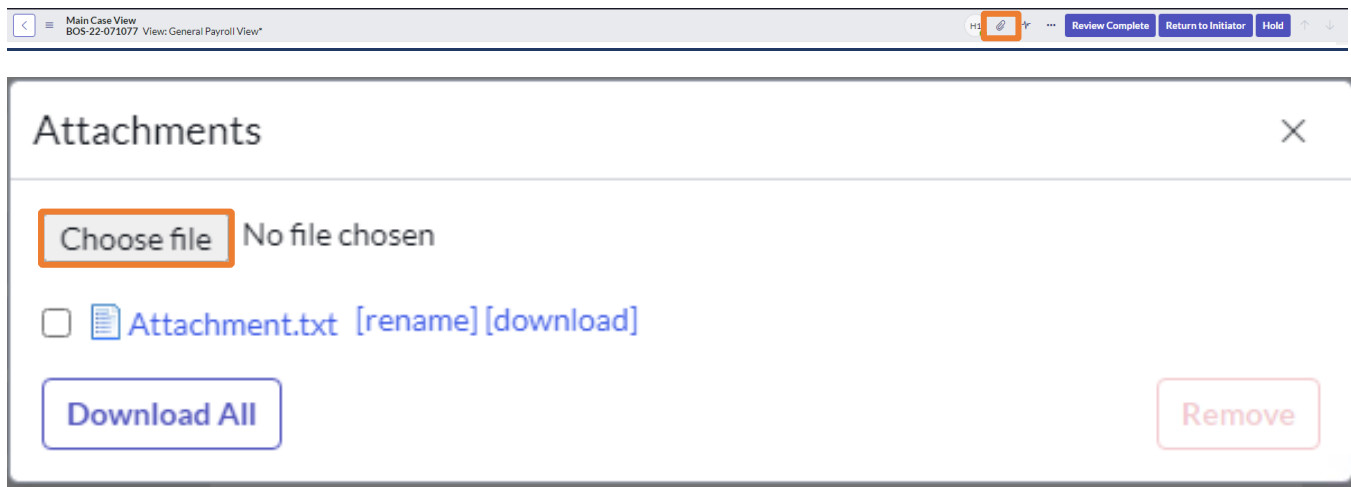
When opening a case in the back end, you will be redirected to a page highlighting all request details. The **Comments and Work Notes** section displays both the **Activity Stream** and **Work Notes Stream**. If you have forgotten to submit any details when you originally submitted your request or need to update the request with more information at a later date, you can submit a Work Note in this section. The Processing team will immediately be able to view this note and reply as necessary.

- The **Activity Stream** displays a chronological log of all changes made to the case including assignment changes, request status changes, automated emails sent to the employee, attachments included in the original request, and edits made to fields on the case view. The type of activity and timestamp are documented at the top of each activity data point.
- In the **Work Notes Stream**, custom additional notes about the employee or case can be tracked here by writing them out in the text box and clicking the “Post” button.

Payroll Request Type	Employee Information	Contact Information	Comments and Work Notes
	Work notes	Work notes	<div> <div>HR Field Specialist 1 is viewing</div> <div>Post</div> </div>
	Activities: 4	<div> <div>HR Field Specialist 1</div> <div>User , HR Field Specialist 1 has initiated a indebtedness request</div> </div>	<div> <div>Additional comments • 09/12/2022 14:37:20</div> <div>Work notes • 09/12/2022 14:37:20</div> <div>Field changes • 09/12/2022 14:37:20</div> <div>Attachment uploaded • 09/12/2022 14:37:12</div> </div>

Attachments Section

When opening a case in the back end, you will be redirected to a page highlighting all request details. The **Attachments Section** is the first button at the top right-hand corner of the Main Case View header. When you click the paperclip icon, a pop-up displays where you can browse, add, open, download, or remove any attachments on the case.



Activity Stream

When opening a case in the back end, you will be redirected to a page highlighting all request details. The **Activity Stream Button** is the second button at the top right-hand corner of the Main Case View header. When you click this heartbeat icon, it takes you to the Comments and Work Notes tab and highlights the Work Notes. The **Comments and Work Notes** section displays both the **Activity Stream and Work Notes Stream**. If you have forgotten to submit any details when you originally submitted your request or need to update the request with more information at a later date, you can submit a Work Note in this section. The Processing team will immediately be able to view this note and reply as necessary.

- a) The **Activity Stream** displays a chronological log of all changes made to the case including assignment changes, request status changes, automated emails sent to the employee, attachments included in the original request, and edits made to fields on the case view. The type of activity and timestamp are documented at the top of each activity data point.
- b) In the **Work Notes Stream**, custom additional notes about the employee or case can be tracked here by writing them out in the text box and clicking the “Post” button.

Main Case View

BOS-22-071077

View: General Payroll View*

H1

Review Complete

Return to Initiator

Hold

Email

aspencer@ppbdevms.net

Assignment group

HCSC Payroll

Position Title

TRANSPORTATION SECURITY OFFICER

Assigned to

Test 9, HCSC Payroll

Payroll Request Type

Employee Information

Contact Information

Comments and Work Notes

Work notes

Work notes

, HR Field Specialist 1 is viewing

Post

B

Activities: 4

H1

HR Field Specialist 1

User , HR Field Specialist 1 has initiated a Indebtedness request

A

Additional comments • 09/12/2022 14:37:20

H1

HR Field Specialist 1

notes

Work notes • 09/12/2022 14:37:20

H1

HR Field Specialist 1

Assigned to
Initiator
Request Status

Test 9, HCSC Payroll
Spencer, Avram
Work in Progress

Field changes • 09/12/2022 14:37:20

H1

HR Field Specialist 1

Attachment.txt
12 B

Attachment uploaded • 09/12/2022 14:37:12