Transportation Security Administration

TSA Office of Human Capital

HCAccess Program

Standard Operating Procedure

PAY-023 – Child Support/Alimony

SOW 3.4.3

September 19, 2019

Uncontrolled if Printed or Copied

Users should be sure to find the most current, approved version of this document from the HCAccess Asset Library prior to using it for a specific record.

Reviewed by: Tonia Hawkins Review date: 10/21/2019

Approved by: Monica Thomas Approval date: 10/29/2019

Table of Contents

1 Background 3
2 Purpose and Scope 3
3 Roles and Responsibilities 3
4 Procedures (Aligns with Process Map Located at Appendix A) 5
PAY-023 – Child Support/Alimony - Processed Cases 5
Child Support/Alimony – Non-Processed Cases / Interrogatories 17
5 Prerequisites 19
5.1 Government Furnished Equipment/Information (GFE/GFI) 19
5.2 Systems Access 19
6 SOP Document Management 19
7 Measurements 19
7.1 Process Management Measures 19
7.2 Program Management Measures 20
7.3 Program Performance Evaluation Measures 20
8 Reports 20
9 Forms 20
10 References 21
11 Revision History 22
Appendix A – Process Map – Debt Management (Child Support) (SOP PAY-023) 24
Appendix B – Acronyms 26

1 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 HRAccess 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).

2 Purpose and Scope

This Standard Operating Procedure describes the necessary steps to provide timely and quality services to Transportation Security Administration employees in processing and completing actions in the areas of child support/alimony.

The HCAccess Human Resources Services Center is responsible for providing general administrative and advisory support for child support/alimony and payroll processing. Payroll will oversee and manage its payroll in accordance with all applicable Federal, Department of Homeland Security (DHS), and Transportation Security Administration regulations to provide customers with timely, accurate and comprehensive counseling, calculations and processing.

3 Roles and Responsibilities

The actors and their roles in the Child Support/Alimony process are delineated below.

Role	Responsibility
Payroll Specialist	Child Support/Alimony specialist determines the authenticity of child support/alimony documents. If so warranted, a Service Request (SR) is created and is assigned for verification, processing, updating or terminations. Checks contact SR's to identify & process any supporting SR's for the employee.
Payroll Quality Assurance (QA)	Reviews cases for accuracy and completion. This review should be in accordance with TSA and Federal Government Policies. Runs a daily report to assign SRs to the Payroll Specialists.
Document Management Group (DMG)	Receives, date stamps and scans documents from incoming mail into the Seibel system. Delivers incoming mail documents to the Debt Management Section.

Role	Responsibility
National Finance Center (NFC)	Provides checks and balances for payroll for employees' earnings. Processes child support/alimony deductions of employees' earnings.
TSA Employee	Receives notification of child support/alimony to be deducted from employee's pay.
TSA Headquarters (HQ)	Receives requests and provides guidance and approval regarding child support/alimony in accordance with Federal, DHS and TSA regulations and guidelines for TSA employees.

Role	Responsibility
	accordance with Federal, DHS and TSA regulations and guidelines for TSA employees.

4 Procedures (Aligns with Process Map Located at Appendix A)

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*.

PAY-023 – Child Support/Alimony - Processed Cases		
Functional Area	**Action**	**Notes**
Step 1 **DMG Processor or Tier 1**	Receive child support/alimony documents Refer to SOP SSC-017, Mailroom – Incoming Mail for all mail received OR SOP HLP-011, Help Desk Email/FAX Process for all emails and faxes received	These SOP's can be found at http://spip/sites/idl/SOPs%20and%20Process%20Maps/Forms/AllItems.aspx (Debt management date-stamped documentation is received from the mailroom or attached to a Service Request (SR) - attached documentation must have the date stamp applied to it)

PAY-023 – Child Support/Alimony - Processed Cases

Functional Area	Action	Notes
Step 2 PAYROLL SPECIALIST	Receive all incoming documents assigned to debt management from DMG, NFC, and TSA HQ or transferred from other PP&B areas.	These documents can be sent in from Child Support/Alimony courts or state child support enforcement agencies. All documents must be scanned and attached to an assigned SR. Documents may also come in by HCAccess email or faxed directly to the payroll specialist. Documents that are not received from DMG or HD and have no SR# assigned must have a SR created with all documents attached to it. TSA employees can submit voluntary child support documentation for processing by mail, email or fax.

PAY-023 – Child Support/Alimony - Processed Cases

Functional Area	Action	Notes
Step 3 PAYROLL SPECIALIST	Run the report in Siebel (current pay period) DAILY to determine the total number of Service Requests (SR) for debt management cases.	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). 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. Print the report Print all documents from Siebel SR; these can be found in the SR under Attachment tab at the bottom. Note: Siebel can also be accessed from the internet explorer homepage Note: The User ID is the same as the one you use to log into your computer (TSA HRAccess ID).

PAY-023 – Child Support/Alimony - Processed Cases

Functional Area	Action	Notes
Step 4 PAYROLL SPECIALIST	Prep each case before processing or creating letters to include: 1. Verify if this refers to a TSA employee- NFC RUMBA 125, IRIS 525, 900 screens & EMR 2. Verify TSA employee pay status-NFC RUMBA IRIS 122, PQ032 or SEL. 3. Check documentation attached to SR#- verification of the child support/alimony documents consists of checking for: duplications, clarification, missing information or conflicting information (such as payment address, the deduction amount per pay period and total amount owed). 4. Check all other employee's requests by clicking in Contact SRs in order to verify there is no new updated or duplicate documentation available in Siebel, in which case all SRs # should be included in the coversheet, with appropriate notes in Siebel (Example: duplicate, outdated or superseded orders) 5. Verify if employee has existing deductions NFC RUMBA IRIS 114 (IRS, Bankruptcy, Educational or Garnishment), IRIS 306 (Child Support), PQ051 (Tax Levy/TOP/SOAP) (hit enter until you have exhausted all screens for each) 6. Review child support documents for case number to determine whether dependents, state, dollar amount & percentage of child support deduction (IRIS 306 Screen) is the same as the existing already received or previously processed. 7. Verify if a case is a processed case or non-processed case by using the checklist to check the NFC systems; make copies of all system screen shots of verifications. 8. Processed cases are to be separated from non-processed cases. 9. At time of preparing your cases to process make sure you print all IRIS screens that you will need as well as screen 306 for before and after transactions.	If an employee is on Leave without Pay (LWOP), process child support and notify all parties involved with the child support order with a LWOP letter. If the name of the person/SSN(last four) on order cannot be found in NFC, then check EMR to verify this person is not a TSA employee. (EMR can only be used if logged into the Merrifield/EMR server- it is located on the desktop). If the documentation does not contain the SSN or the last four number of the SSN, but the Case number is already in the system (Rumba IRIS Screen 306) it can be processed, using this information as validation. Same process, if the person's address is the same as RUMBA screens 124. Note: Special Handling/Legal Counsel can help with determining what child support order/court order is properly executed for us to process.

PAY-023 – Child Support/Alimony - Processed Cases

Functional Area	Action	Notes
Step 5 **PAYROLL SPECIALIST**	Is documentation missing? If Yes, go to Step 6 OR If No, go to Step 7	
Step 6 **PAYROLL SPECIALIST**	Apply 1-Touch Rule to obtain missing or incomplete documentation or get clarity of documentation being sent. This applies to transaction or inquiry cases in Siebel. Was documentation obtained in a timely fashion? If No, go to Step 7. Change sub-status to "In QA Process". Or If Yes, go to Step 9	Update detailed Notes in Siebel every 5 days until closed before pay period due date. Child support/alimony court order document needs to be approved by the officiating court official; however, if it is from the child support agency, there is no need for signatures. ***Child Support court orders must be addressed to TSA/DHS or say to "employers of the TSA employee with the last four of SSN" for us to process; if it does not, we must wait for the withholding order from the child support agency.
Step 7 **PAYROLL QA**	Was Case Approved for having missing documentation? If Yes, Go to Step 8 Or If No, Go to Step 9	
Step 8 **PAYROLL QA**	Update and Close SR. End Process	
Step 9 **PAYROLL SPECIALIST**	Create case file on the e-server.	

PAY-023 – Child Support/Alimony - Processed Cases

Functional Area	Action	Notes
Step 10 PAYROLL SPECIALIST	Complete coversheet/ checklist for current SR and current pay period.	SR cases that are to be processed (Adds, Deletes, Changes) are to be handled first before any non-processed case. Pay impact cases such as add, change and delete should be processed before COB of Tuesday on pay cut week, The last day to process any stop should be on Thursday. SR Non-Processed cases: Non-TSA, Terminated Employee, Unable to Process, and Already Processed are to be handled after all processed cases are completed. These cases are due on Wednesday of close out week. Note: Coversheet is found on the Debt Management share drive.
Step 11 PAYROLL SPECIALIST	Is there an: add, change or deletion of a child support/alimony deduction to process? If Yes, go to Step 12 OR If No, refer to Non-Processed Cases	
Step 12 PAYROLL SPECIALIST	Process new, amendment or termination of Child Support/Alimony in EmpowHR or EPIC. For EmpowHR, go to Step 13. For EPIC, go to Step 14.	Use EmpowHR for primary system processing; EPIC is to be used as a back-up to EmpowHR.

Step 13 **PAYROLL SPECIALIST**	Entering in EmpowHR: 1) Log into EmpowHR using username and password 2) Select Payroll Documents 3) Select Court Child Care/Alimony 4) Enter the employee's social security number 5) Hit Search **Court Ordered Child Care or Alimony Deductions Section:** 6) Select the plus sign to add a new record 7) Enter effective date (first day of current pay period). **Case Information Section:** 8) Enter 4 digit numbers for Child Support/Alimony in case number field 9) Enter in Transaction Code: add, change, delete (only one is selected depending on what was found to process during the verification of the Child Support/Alimony Order) 10) Enter percentage in maximum percentage field. 11) Enter the employee case number assigned by court in the required field **Court Ordered Pay Period Deduction Section:** **12)** Enter deduction amount in the total amount field. **Payment Method Section:** 13) Click on SDU and enter the state initials. This section can be interchangeable by clicking on the Check option and inputting the name of the recipient and address of the recipient or Direct Deposit option and input the name of the recipient and the routing and account number. **Court Cost Section:** 14) Enter court cost total amount and amount collectable per pay period. **Arrears Section:** 15) Enter total amount and amount collectable to be paid per pay period 16) Hit Save Go to Step 15	Limited attempts for logging in (3) are allowed; if you exceed the limit, the account will be locked. Please email to **OHC-TSASecurityRequest@dhs.gov** if this happens. If you already know the date when the pay period begins, you can type in the date in the field. If you don't know the date, you can look for it by clicking on the search button. This option will provide you with a list of pay periods from which to choose. Click on the correct pay period to be applied. **New Child Support order case number (4-digit number).** The case number is established by having the first 2 digits represent the year (i.e., 1999 would be "99") and the last 2 digits represent the sequential numbering of the cases processed in the calendar year. For example, the first child care deduction for 1999 would be entered as 9901. **Amended/Stopped Child Support /Alimony order case number.** Check the IRIS 306 screen to obtain those existing case numbers to use. If the order also includes the arrears amount, enter the total amount the employee currently owes as well as the Bi-weekly deduction amount. If it is a one-time child support fee order, enter the total court cost fee, then the Bi-weekly deduction amount. *** Any payments for all states being sent to the child custodian per court order; or, any lump sum payments going to the court cost and or fees are processed via check or direct deposit.

PAY-023 – Child Support/Alimony - Processed Cases

Functional Area	Action	Notes
		The state of South Carolina only accepts checks as payment; Remember: Deductions are made on a bi-weekly basis. If the order is using a monthly amount, it needs to be converted to bi-weekly. To calculate the bi-weekly amount, multiply by 12 months and then divide by 26 Pay Periods. Be sure to carefully read the Remittance Information section of the Child Support Order for any court ordered payment amount instructions. Federal Register guidelines 581.402 50% of the obligor's aggregate disposable earnings for any workweek, where the obligor asserts by affidavit, or by other acceptable evidence, that he or she is supporting a spouse, a dependent child, or both, other than the former spouse, child, or both, except that an additional 5% will apply if it appears on the face of the legal process, or from other evidence submitted in accordance with such earnings are to enforce a support order for a period which is 12 weeks prior to that workweek. 60% of the obligor's aggregate disposable earnings for any workweek, where the obligor fails to assert by affidavit or establishes by other acceptable evidence, that he or she is supporting a spouse, dependent child, or both, other than a former spouse. Note: Review all data that was input into EmpowHR for the child support case. Hit enter until you have exhausted employees' child support/alimony records on the IRIS 306 screen (this is the only way you can check if there are any multiples).

PAY-023 – Child Support/Alimony - Processed Cases

Functional Area	Action	Notes
Step 14 **PAYROLL SPECIALIST**	Entering in EPIC: 1) Go to NFC website: https://www.nfc.usda.gov/ 2) Select EPIC 3) Select Accept after reading instructions given 4) Log into EPIC using user ID and password 5) Select EPIC title 6) Select New title 7) Select 195 Child Care or Alimony Deduction 8) Enter on the **first tab (Key Data)** the following information: SSN, Last, First, Middle Name, Dept., Agency, POI, effective date of current pay period and year 9) Enter on the **second tab (Deduction):** Transaction (add, change or cancel), case number, Year of case, maximum percentage, court case number (assigned by the court/agency) 10) Enter on the **third tab (Method):** Select Yes for SDU payments and enter the state initials. This tab can be interchangeable by clicking on the Check option and inputting the name of the recipient and address of the recipient or Direct Deposit option and input the name of the recipient and the routing and account number. 11) Enter on the **fourth tab (Court):** Enter court or pay period deduction in total amount (if court cost are to be paid enter total amount and amount collectable) 12) Enter on the **fifth tab (Arrears):** enter total amount and amount collectable (only need to use fifth tab if arrearages are separated from child support/alimony deduction payments) 13) Select a status code and click the update button- Select R to release for processing and hit UPDATE to save data input for processing Go to Step 15	Note: EPIC could also be found in Internet Explorer favorites. Note: First Tab is opened to Key Data Tab. Remittance number should be used if given instead of the court case number. Sometimes it is the same. If no identifying number for the case is given, the SSN should be used without dashes. Note: Before saving the process in EPIC, verify the receipt account number, case number, and all information entered matches if you are amending or deleting in EPIC. Dept./Agency/POI codes can be found on IRIS 101 screen. This is an automatic drop-down list. After you click on it, it will give you the option to choose for new, amend or delete child support order. When processing a one-time child support fee order, enter the total court cost fee, then the Bi-weekly deduction amount. The Selection of Status Code I – Save as Incomplete H – Hold until Release 4 – Marked for Deletion Note: Tabs 11 and 12 may not always be needed

PAY-023 – Child Support/Alimony - Processed Cases

Functional Area	Action	Notes
Step 15 PAYROLL SPECIALIST	Verify that the child support/alimony processed. Did the action apply? If Yes, go to Step 17 OR If No, go to Step 16	Note: Check IRIS 306 screen for verification. Log onto Rumba Processed actions in EmpowHR or/EPIC apply/reject the next day; you would see it in IRIS 306 screen if it applied. (Make print-out of screen for verification)
Step 16 PAYROLL SPECIALIST	Check SINQ errors by logging on to EmpowHR or EPIC using user ID and password and make corrections. Go to Step 12.	If action did not apply, check SINQ errors by logging on to EmpowHR or EPIC using username and password and go back through the processing steps to identify the changes and make corrections. On the next day, re-verify that the action has applied on IRIS 306. Exceptions to the electronic funds transfer (EFT) direct deposit option are: the payments going to the state of South Carolina; payments for the court cost and fees; and, payments going to the child custodian.

PAY-023 – Child Support/Alimony - Processed Cases

Functional Area	Action	Notes
Step 17 PAYROLL SPECIALIST	Prepare corresponding Child Support/Alimony letter and a copy of Child Support Order to go to employee and all other parties involved in child support order and make sure to attach letter to Siebel SR (processed cases only). Fill out any interrogatory order that needs to be sent. Also scan and attach to the SR any completed interrogatories and screenshots. All employee documents that are prepared to be mailed out should be **redacted.** Documents should not contain SSN. This should be blacked out with a black marker. Confirm that blacked out SSN cannot be read.	Note: Mailing Address for TSA employee is located on IRIS 124 screen. The case file should include coversheet and the corresponding letters. Use the standard letter template found on the Debt Management share drive. Electronically store screenshots to service request in SEIBEL.
Step 18 PAYROLL SPECIALIST	Update Siebel SR notes stating the action processed with current pay period. Change Siebel Sub-status to QA and submit to QA. (Log-on with username/password when using Siebel)	Enter Siebel notes ex: Action processed for PP__ and verified on 00-00-20XX (date)) Reference the coversheet/checklist prior to handing over to QA to ensure all documentation is in the case file. Upload completed SR in case file to eServer so QA is able to access file to be QA'd

PAY-023 – Child Support/Alimony - Processed Cases

Functional Area	Action	Notes
Step 19 **PAYROLL QA**	Conduct Quality Assurance check. If any errors are found, a correction sheet will be created to return to Payroll Specialist. Errors exist within the case file? If Yes, give back to Payroll Specialist to correct. (Go to Step 20) OR If No, go to Step 21.	Completed case file folder is submitted to QA Specialist for quality assurance and closure. QA Specialist is to review all the steps taken to determine if the processing, letters and any interrogatories if needed were done correctly. Use the coversheet/checklist to review the case file to ensure accuracy. (Note: Any corrective actions will be completed by Payroll Specialist before debt management case is closed and filed).
Step 20 **PAYROLL SPECIALIST**	Make corrections to errors by going to the appropriate step(s): For processing errors, Go to Step 4. For letter errors, Go to Step 17.	Payroll Specialists are to verify that corrections have been made by reviewing all steps needed for processing. This includes reviewing the IRS agreement and the letter.
Step 21 **PAYROLL QA**	Update Siebel SR.	
Step 22 **PAYROLL QA**	Put employee acknowledgement letter in the envelope and deliver to mailroom.	Verify PII is matching and redacted throughout the documentation being sent out.
Step 23 **DMG**	Send out acknowledgement letter. Refer to SOP SSC-018, Mailroom Outgoing mail. End Process.	

Child Support/Alimony – Non-Processed Cases / Interrogatories

Functional Area	Action	Notes
Step 1 **PAYROLL SPECIALIST**	Prepare letter notifying employee, courts, law firm, plaintive, custodial parent that: employee has separated, is not a TSA employee and/or complete interrogatories and make sure to attach letter to Siebel SR. All employee and third party documents that are prepared to be mailed out should be **redacted.** Documents should not contain SSN. This should be blacked out with a black marker. Confirm that blacked out SSN cannot be read (Non-Processed cases) • Separated TSA Employee • Non TSA Employee • Clarifications • Missing Information • Conflicting Information • Duplicates***** (Unable to Process) • Interrogatories that don't require processing	The case file should include coversheet and the corresponding letters. Use the standard letter template found on the Debt Management share drive. *****Duplicate cases are cases that have already been processed and do not need any letters to be sent out; only refer to the SR# that the letter, interrogatories or deductions were made. Refer to the cheat sheet to verify information that is not to be included in the interrogatories. \\ihop.local\data\Sharedata\Payroll\03 -Debt Management
Step 2 **PAYROLL SPECIALIST**	Update Siebel and submit to QA. Change sub-status to In QA Process.	Upload completed SR in case file to eServer so QA is able to access file to be QA'd

Child Support/Alimony – Non-Processed Cases / Interrogatories

Functional Area	Action	Notes
Step 3 **PAYROLL QA**	Conduct Quality Assurance check. Notes should state that action was entered and the pay period in which it was processed. Errors exist with the letters? If Yes, give back to Payroll Specialist to correct. Change sub-status to Rtn for Updates. (Go to Step 1) OR If No, update SR as necessary and close Siebel SR (Go to Step 4).	Completed letter is submitted to QA Specialist for quality assurance and closure. QA will review to ensure that all appropriate steps were taken for completing the letter. (Note: Any corrective actions will be completed by Payroll Specialist before debt management case is closed and filed) QA will review if spreadsheet was needed and correct. QA will review all the steps taken in steps to determine if the right decision was made by processor. .
Step 4 **PAYROLL QA**	Put acknowledgement letter in the envelope and deliver to mailroom.	Verify PII is matching and redacted throughout the documentation being sent out for each employee letter and interrogatories.
Step 5 **DMG**	Send out acknowledgement letter. Refer to SOP SSC-018, Mailroom Outgoing Mail. End Process.	

5 Prerequisites

5.1 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

5.2 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 Government Furnished Equipment/Information (GFE/GFI)

6 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 Standard Operating Procedure for Creating and Revising Standard Operating Procedures.

7 Measurements

The performance of the cases processed under this procedure will be evaluated via Pep Metric indicators 2.1 and 2.2. Contractual measures set by Lockheed Martin and TSA.

7.1 Process Management Measures

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

Metric Name and Description	When Recorded	Where Recorded
Productivity Metrics	Daily	Payroll productivity log
QA Report	Bi-weekly	QA Log

7.2 Program Management Measures

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

Metric Name and Description	When Recorded	Where Recorded
N/A		

7.3 Program Performance Evaluation Measures

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

Metric Name and Description	When Recorded	Where Recorded
Transactions are processed according to Federal regulations and guidelines	Bi-weekly	PEP Metric 2.1
Delayed transactions are processed in the pay period after they were due	Bi-weekly	PEP Metric 2.2

8 Reports

Provide a list of any reports that are generated and used to manage this process.

Use the following format (examples are included):

Report Title Worklist	Information Included SR numbers assigned to a given Processor.	Recipients (General description; Processors) N/A	Publication Periodicity N/A	Responsible POC Processor
I	• Action Items • Status of Initiatives • TSO Candidate Flow Charts	RHSC and TSA Office of Human Capital	Weekly	RHSC Ops Team

9 Forms

N/A

10 References

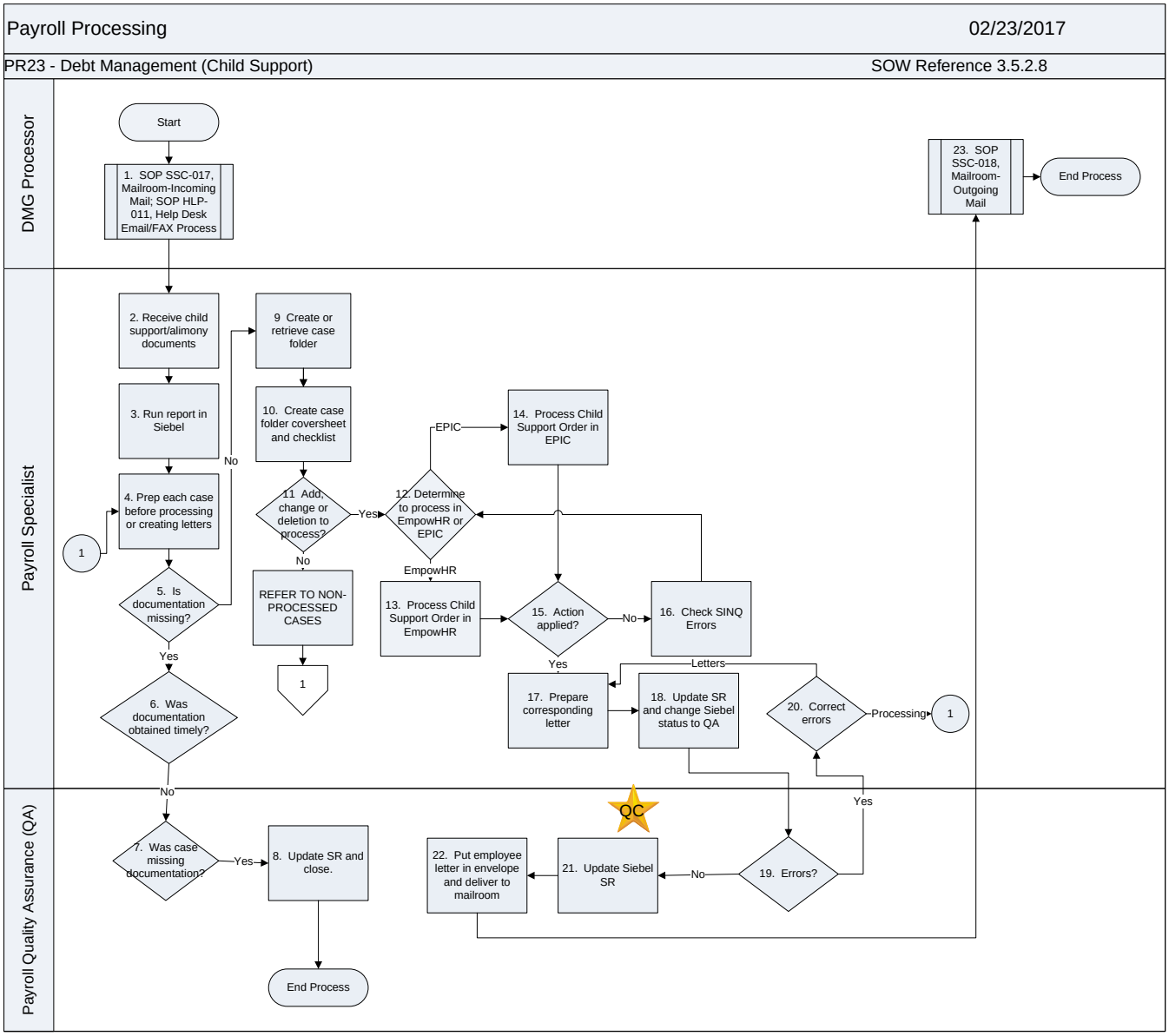
- SOW 3.5.2.8
- IOP PMO-SEC-008, Protecting Personally Identifiable Information
- SOP SSC-017, Mailroom – Incoming Mail
- SOP HLP-011, Help Desk Email/FAX Process
- SOP SSC-018, Mailroom – Outgoing Mail
- IOP PMO-DCM-003, HRAccess IOP for Creating and Revising SOPs

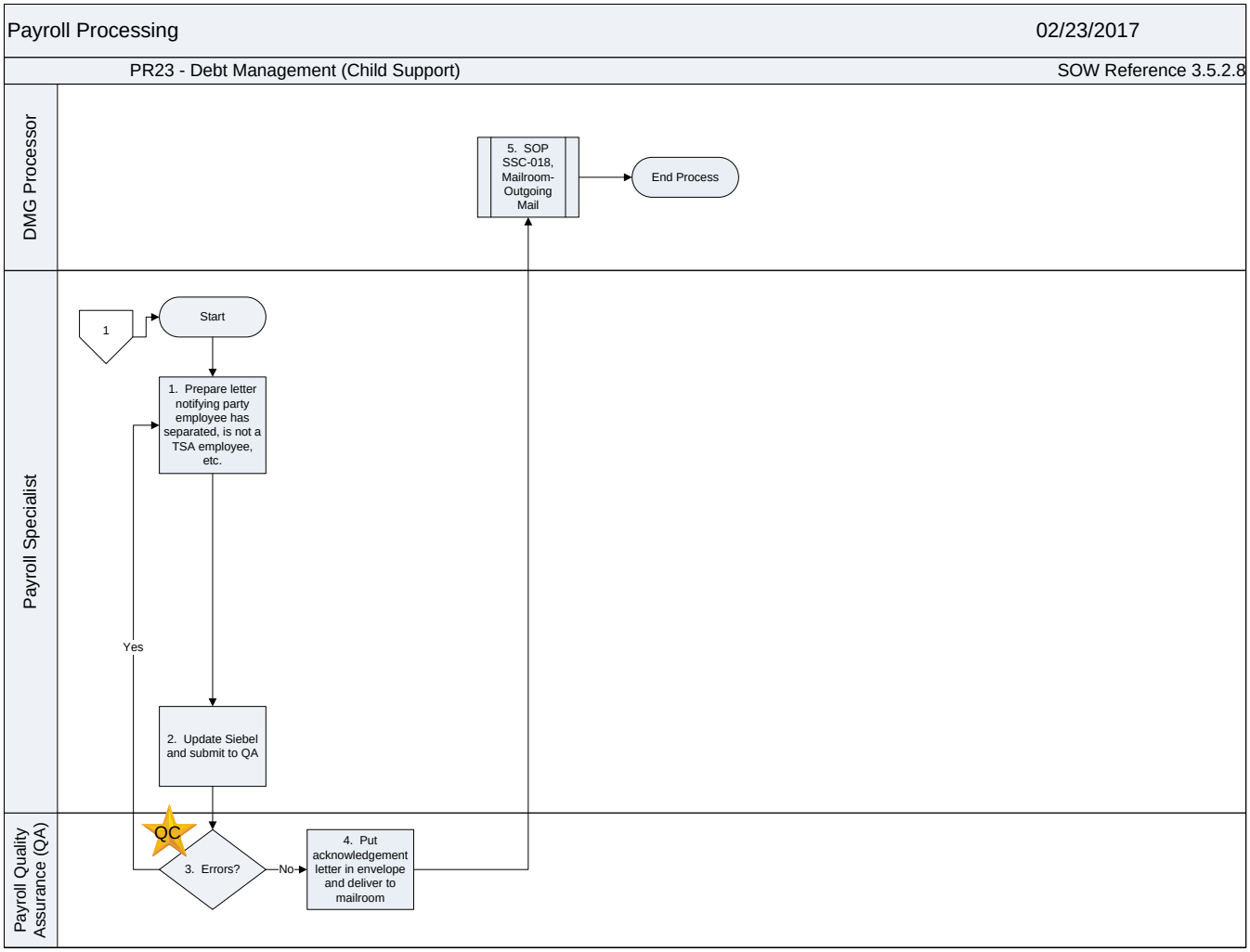
11 Revision History

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	02/14/2011		All	Revised based on current process
v1.3	04/22/2011		All	Revised based on current process
v1.4	05/26/2011		All	Revised to include more detail
v1.5	09/29/2011		All	Revised the current processes & formatting
v2.0	8/28/2012	Crystal Hampton	All	Revised to reflect the updates due to the QA audit.
V3.0	9/22/2013	Mike Mitchell	References	Updated referenced SOPs
V3.1	12/30/2014	Mike Mitchell	Appendix A	Added QC checkpoint stars to process map.
V4.0	06/13/2016	Crystal Hampton, Lucindy Owens, Maria Suarez	All	Updated based on current process
V4.1	02/27/17 9/13/2019	Cynthia Russell, Crystal Hampton	Step 13 Step 6	Revised note section to reference remittance information regarding calculating amount of order. Changed 3 touch rule to 1 touch Added electronic storage of screenshots

		Omar Almoualem	Step 17	Updated branding and date
	10/19/2019	Ricky Everson	Step 4 and Step	Including last four of SSN.

Appendix A – Process Map – Debt Management (Child Support) (SOP PAY-023)




Payroll Processing
02/23/2017
PR23 - Debt Management (Child Support)
SOW Reference 3.5.2.8
DMG Processor
Payroll Specialist
Payroll Quality Assurance (QA)
5. SOP SSC-018, Mailroom-Outgoing Mail
End Process
1
Start
1. Prepare letter notifying party employee has separated, is not a TSA employee, etc.
Yes
2. Update Siebel and submit to QA
QC
3. Errors?
No
4. Put acknowledgement letter in envelope and deliver to mailroom

Appendix B – Acronyms

Acronym	Definition
DHS	Department of Homeland Security
DMG	Document Management Group
EFT	Electronic Funds Transfer
FIFO	First In, First Out
GFE	Government Furnished Equipment
GFI	Government Furnished Information
HQ	Headquarters
NFC	National Finance Center
OHC	Office of Human Capital
PII	Personally Identifiable Information
PMO	Program Management Office
QA	Quality Assurance
SDU	State Disbursement Unit
SOP	Standard Operating Procedure
SR	Service Request
TSA	Transportation Security Administration