HCAccess Program

Standard Operating Procedure

PAY – 006

Leave Adjustments – Service Computation Date

SOW 3.5.2.3

FINAL

August 27, 2019

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Transportation Security Administration

TSA Office of Human Capital

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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 HCAccess Program Management Office (PMO). An information copy of the HCAccess PMO-approved SOP will be provided to the Transportation Security Administration (TSA), Human Capital (HC).

2 Purpose and Scope

This Standard Operating Procedure describes the necessary steps to provide timely and quality services to TSA employees in processing and completing actions in the areas of leave administration. The purpose of this SOP is to describe the critical steps for processing Transportation Security Administration leave adjustments when warranted by a qualifying change in Service Computation Date (SCD).

This SOP applies to the Payroll Processing Team, specifically, the Leave Audit section. Their task is to ensure that all necessary steps are taken to ensure timely and quality services to Transportation Security Administration employees pursuant to leave adjustments when warranted by a qualifying change in Service Computation Date.

3 Roles and Responsibilities

The Payroll Action Processing Office is responsible for executing the actions listed in these SOPs in a professional, courteous and timely manner to TSA employees. Individuals assigned to the following positions will provide oversight and will be responsible for the functions in the SOPs as reflected below:

Role	Responsibility
TSA Employee	Completes the required form and submits all required supplemental documentation in an accurate and timely manner.
TSA Management	Receives, reviews, and approves/denies employee requests for restoration of annual leave in a timely manner; forwards to HCSC for processing.
Human Resources Service Center (HCSC)	Reviews restoration of annual leave requests and processes them in accordance with TSA policies and procedures. Provides completed casework to HCSC Quality Assurance for review.
National Finance Center (NFC)	Processes payroll actions for many government agencies, including TSA.

Role	Responsibility
HCSC Payroll Quality Assurance (QA)	Reviews Service Computation Date (SCD) leave audit requests and verifies they have been processed in accordance with TSA policies and procedures. Updates all leave balances for TSA employees correctly and accurately in the TSA Payroll Systems.

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*.

Leave Adjustment for Service Computation Date (SCD) Changes

Actors	Action	Notes
Step 1 **TSA/Benefits / HCSC/Tier 1**	Siebel case is created, notifying the leave team that an SCD change (NOA 882) has been processed.	The Siebel case is typically created by the HRSC Benefits Team; however, SCD discrepancies can be raised from the employee and/or Human Resources (HR) Representative as well.
Step 2 **HCSC/Payroll**	Log into NFC/Rumba by using your User ID and password.	
Step 3 **HCSC/Payroll**	Check IRIS 125 to verify that the SCD change (NOA 882) has been processed. Has SCD change been processed? If yes, go to Step 5. Or If no, go to Step 4.	The leave adjustment cannot be completed until the personnel action has been processed.
Step 4 **HCSC/Payroll**	Reassign the Siebel case to the HCSC Benefits Team by selecting Area: Benefits and Sub Area: Service Computation Date. End Process.	

Leave Adjustment for Service Computation Date (SCD) Changes

Actors	Action	Notes
Step 5 HCSC/Payroll	Did SCD change result in a different annual leave category? If yes, go to Step 7. Or If no, go to Step 6.	Leave category 4 – less than 3 years of federal service. Leave category 6 – more than 3 years, but less than 15 years of federal service. Leave category 8 – more than 15 years of federal service.
Step 6 HCSC/Payroll	Did SCD change result in no bi-directional feed adjustments? If yes, go to Step 9. Or If no, go to Step 7.	
Step 7 HCSC/Payroll	Review necessary screens from NFC/Rumba. (IRIS 136.138,139,125,102)	Materials needed to conduct SCD Leave Adjustment include: a. Form AD-717 b. Record of Leave Data SF-1150 (if applicable) c. National Finance Center Leave Screens (IRIS 136, 138, 139, 125 and 102) • 136- Annual/Sick Leave • 138- Other Leave • 139- Compensatory Leave and Rate • 125- Personnel Action Summary • 102- Dates & Misc. Salary/Personnel Data
Step 8 HCSC/Payroll	Log into the webTA system by using your User ID and Password	webTA Link: https://wta.hs.nfc.usda.gov/webta/servlet/com.threeis.webta.H000welcome

Leave Adjustment for Service Computation Date (SCD) Changes

Actors	Action	Notes
Step 9 **HCSC Payroll**	Update and cancel Service Request (SR). End Process.	
Step 10 **HCSC Payroll**	Determine if the SCD in webTA matches what is in the NFC system. Is SCD the same in NFC and WebTA? If yes, go to Step 12. Or If no, go to Step 11.	In webTA, click the following: 1) HR Administrator Main Menu 2) Select Master Timekeeper 3) Select the Search for Employee option. 4) Enter the First and last name or SSN, then select the search button. 5) Select T&A Profile on the search results screen. Note: The T&A Profile contains the employee's SCD date that must be changed and the employee's leave category. This information should correspond with IRIS screens 102 and 122.
Step 11 **HCSC Payroll**	Update and close Service Request (SR). Send an email to the employee and/or HR Specialist listed in the request with the resolution. End Process.	
Step 12 **HCSC/Payroll**	Update webTA with the correct SCD date. (Notate updates in the remarks section of the timecard)	Follow instructions above (in Step 10) and change the SCD date. In webTA, click the following: 1) HR Administrator Main Menu 2) Select Master Timekeeper 3) Select the Search for Employee option. 4) Enter the First and last name or SSN, then select the search button. 5) Select Edit T&A on the search results screen. 6) Notate change in remarks section

Leave Adjustment for Service Computation Date (SCD) Changes

Actors	Action	Notes
Step 13 HCSC/Payroll	Determine if individual needs a leave audit conducted. Is leave audit needed? If yes, go to Step 15 Or If no, go to Step 14.	A leave audit will be needed if the SCD change caused a change in leave accrual rates and the number of hours is not directly attributable to the SCD change.
Step 14 HCSC/Payroll	Update Siebel ticket with results and close ticket. End Process.	
Step 15 HCSC/Payroll	Conduct Leave Audit for employee. When audit is complete, go to Step 16.	Refer to SOP-Pay-007, Leave Audit for completion of leave audit. Click on the “Notes” tab towards the bottom of the Siebel screen and update the notes to include the root cause listed on the Leave Audit Casework Coversheet.
Step 16 HCSC/Payroll	Review case file for completeness and accuracy.	Verify that all casework and research documentation is correctly included in the case file: • NFC/IRIS 102/502 • NFC/IRIS 122/522 • NFC/IRIS 125/525 • Audit Starting Point/Leave Balance(s) Matching Point • "Before” balances (WebTA, NFC) screen shots • Supporting Documentation • Leave Audit Casework Coversheet Verify that all casework and research completed is accurate.

Leave Adjustment for Service Computation Date (SCD) Changes		
Actors	**Action**	**Notes**
		• The leave audit has been completed correctly and accurately (if required). NOTE: Additional documents may be included in the case file if a leave audit was required. These additional items required will be listed on the Leave Audit Casework Coversheet.
Step 19 **HCSC Payroll**	Are corrected timecards necessary? If Yes, go to Step 20. Or If No, go to Step 24.	Corrected timecards are necessary if error occurred within the last 26 pay periods. If corrections are needed to an employee's leave balances beyond 26 pay periods, all required leave adjustments should be made manually in the audit.
Step 20 **HCSC Payroll**	Are leave adjustments required for the corrected timecard to be processed? If Yes, go to Step 21. Or If No, go to Step 23.	In some instances, leave adjustments may be needed in order for the corrected timecard to process and pay out correctly. For example, military leave balances may need to be updated in order for a military leave correction to be processed. If this does not occur, the correction may not pay out correctly, resulting in the need for a manual payment. Corrected timecards should be processed prior to a manual payment being requested.
Step 21 **HCSC Payroll**	Log into NFC mainframe to generate the leave balance changes required in order for the corrected timecard to be processed.	Click on mainframe display icon located on your desktop. The NFC main menu page is displayed. Note: If you do not have systems access, please reference the System Access Job Aid in the Appendix C and Appendix D Leave Audit/Leave Adjustment Necessary Systems Screens.

Leave Adjustment for Service Computation Date (SCD) Changes

Actors	Action	Notes
		1. Press F8 to move to the next page. Updating balances requires access to TINQ. 2. Select TINQ8, hit “Enter” 3. Select appropriate screen for the leave type you wish to update. 01) Annual & Sick 02) AWOP 03) Suspension Leave 04) Military Leave 05) Comp Leave & Comp Travel 06) Home Shore Leave 07) Annual Leave Restored 08)Time off Award 4. Enter SSN 5. Input “TA” under Agency and, hit “Enter”. This will generate the person’s profile information for the current pay period for the type of leave requiring updates. 6. Place cursor in the field(s) you wish to update or tab to location. Hit “Enter”. This will generate the leave balance changes required in order for the corrected timecard to be processed.
Step 22 **HCSC Payroll**	Log into webTA system by using your User ID and Password and update leave balances.	webTA Link: https://wta.hs.nfc.usda.gov/webTA/servlet/com.threeis.webTA.H000welcome The webTA main menu page is displayed. Note: If you do not have systems access, please reference the System Access Job Aid in

Leave Adjustment for Service Computation Date (SCD) Changes		
Actors	**Action**	**Notes**
		Appendix C and Appendix D Leave Audit/Leave Adjustment Necessary Systems Screens. 1. Select “Master Timekeeper “(Only the master timekeeper allows you to update the leave balances on the leave data screen). 2. In webTA, click the “Search” button from the Main Menu. The “Search for Employee” screen is displayed. 3. Enter SSN and click “Search”. 4. Select “Leave” tab. This will show the leave data screen which will reflect all leave balances in one place. If timecard has been “Certified”, QA will not be able to update and will need to wait until Certified T&A has rolled over to the next pay period. If timecard is “validated”, QA will need to click on the “re-validate” button once the updates are made. 5. Place cursor in box of leave you wish to change. 6. Replace existing data with ending balance on coversheet.

Leave Adjustment for Service Computation Date (SCD) Changes		
Actors	**Action**	**Notes**
		7. Save screen shot. 8. Select ALT + CTRL + Print Screen to take a screen shot of the balances being updated. Include this screen shot in the “Leave Adjustment Data” document in the employee’s case file for inclusion under the “After” WebTA section. 9. Click the “Save” button at the bottom of the screen. Once you click the save button it will take you back to the search results screen. 10. Click on “Edit T&A”. Timecard for current pay period will populate. 11. Click “Save/Return”. This will take you back to the search results page. 12. Click on “Summary” tab. This displays the current T&A reflecting the changes and comments made.
Step 23 **HCSC Payroll**	Update notes in Siebel.	Siebel notes will be needed to indicate first leave adjustment has been completed.
Step 24 **HCSC Payroll**	Update notes in Siebel, place “In Progress’, and return to caseworker.	Siebel notes will be needed to indicate an adjustment has been completed.
Step 25 **HCSC Payroll**	Contact TSA to submit corrected timecards.	If a corrected timecard is needed, caseworker must first reach out to the timekeeper and supervisor for the correction to be created, validated and certified.

Leave Adjustment for Service Computation Date (SCD) Changes		
Actors	**Action**	**Notes**
		If the SR is waiting on the HR Specialist or timekeeper, sub status should reflect “Waiting on TSA”. The 1-touch rule should be applied to all leave audit cases in a “Pending” status waiting on corrected timecards. Also, update the Resolution (internal) field in Siebel to outline who/what documentation the case is waiting on, the request # and the date of the most recent touch. (Example: Waiting on airport to certify corrected timecard; Request #2; 1/1/2018). If the airport does not respond after applying the 3-touch rule, contact HC to have the timecard completed for processing, again applying the 1-touch rule.
Step 26 **HCSC Payroll**	Will employee have leave hours returned to them based on the audit? If Yes, go to Step 27. Or If No go to Step 31.	
Step 27 **HCSC Payroll**	Is the employee’s leave ceiling near or at the max and was the system error discovered on or after November 1? If Yes, go to Step 28. Or If No, go to Step 30.	

Leave Adjustment for Service Computation Date (SCD) Changes

Actors	Action	Notes
Step 28 **HCSC Payroll**	Contact employee to inquire if they want the hours applied in the first pay period of the next calendar year. Did the employee want the hours applied in upcoming year? If Yes, go to Step 29. Or If No, go to Step 30.	Follow the 1-touch rule to request employee response. Place SR in "Pending – Waiting on Customer".
Step 29 **HCSC Payroll**	SR remains in Pending until PP1 of upcoming year.	SR will be processed in the upcoming year.
Step 30 **HCSC Payroll**	Apply hours in the same calendar year.	
Step 31 **HCSC Payroll**	Verify processing of corrected timecard	If the SR is waiting on the timecard to process with the PAYE cycle, sub status should reflect "Waiting on Future Date". Also, update the Resolution (internal) field in Siebel to outline who/what documentation the case is waiting on and the date of the most recent touch. (Example: Waiting on PAYE to run for ppxx/xxxx; 1/1/2018). If the correction processes, audit should be updated to include this information. If the correction did not process, audit should be updated to include the need for a manual payment to be processed. In simple cases, it will be easily discernible if corrections applied

Leave Adjustment for Service Computation Date (SCD) Changes		
Actors	**Action**	**Notes**
		by viewing the SEL. PQ046 will provide updates to each pay code if case proves more difficult. Allow system to attempt to update corrections twice. If corrected timecards have been submitted twice and the system still has not updated, Leave team processor will have to manually update.
Step 32 **HCSC Payroll**	Review case file for completeness and accuracy.	Verify that all casework and research documentation is correctly included in the case file: • NFC/IRIS 102/502 • NFC/IRIS 122/522 • NFC/IRIS 125/525 • Audit Starting Point/Leave Balance(s) Matching Point • "Before" balances (WebTA, NFC) screen shots • Supporting Documentation • Leave Audit Casework Coversheet Verify that all casework and research completed is accurate. • The leave audit has been completed correctly and accurately (if required). NOTE: Additional documents may be included in the case file if a leave audit was required. These additional items required will be listed on the Leave Audit Casework Coversheet.

Leave Adjustment for Service Computation Date (SCD) Changes

Actors	Action	Notes
Step 33 **HCSC Payroll**	Do webTA balances need to be updated? If Yes, go to Step 34 Or If No, go to Step 35	If no updates are required, the "Before" and "After" screens should be the same. The "After" screen should be updated in the "Leave Adjustment Data" document in the employee's case file to include the same screen shot for the "Before" balances.
Step 34 **HCSC Payroll**	Log into webTA system by using your User ID and Password and update leave balances.	webTA Link: https://wta.hs.nfc.usda.gov/webTA/servlet/com.threeis.webTA.H000welcome The webTA main menu page is displayed. Note: If you do not have systems access, please reference the Appendix C, System Access Job Aid and Appendix D, Leave Audit/Leave Adjustment Necessary Systems Screens. 1. Select "Master Timekeeper "(Only the master timekeeper allows you to update the leave balances on the leave data screen). 2. In webTA, click the "Search" button from the Main Menu. The "Search for Employee" screen is displayed. 3. Enter SSN and click "Search". 4. Select "Leave" tab. This will show the leave data

Leave Adjustment for Service Computation Date (SCD) Changes		
Actors	**Action**	**Notes**
		screen which will reflect all leave balances in one place. If timecard has been "Certified", Caseworker will not be able to update and will need to wait until Certified T&A has rolled over to the next pay period. If timecard is "validated", Caseworker will need to click on the "re-validate" button once the updates are made. 5. Place cursor in box of leave you wish to change. 6. Replace existing data with ending balance on coversheet. 7. Save screen shot. 8. Select ALT + CTRL + Print Screen to take a screen shot of the balances being updated. Include this screen shot in the "Leave Adjustment Data" document in the employee's case file for inclusion under the "After" WebTA section. 9. Click the "Save" button at the bottom of the screen. Once you click the save button it will take you back to the search results screen.

Leave Adjustment for Service Computation Date (SCD) Changes

Actors	Action	Notes
		10. Click on "Edit T&A". Timecard for current pay period will populate. 11. Click "Save/Return". This will take you back to the search results page. Click on "Summary" tab. This displays the current T&A reflecting the changes and comments made.
Step 35 **HCSC Payroll**	Do NFC balances need to be updated? If Yes, go to Step 36. Or If No, go to Step 37.	If no updates are required, the "Before" and "After" screens should be the same. The After screen should be updated in the "Leave Adjustment Data" document in the employee's case file to include the same screen shot for the "Before" balances.
Step 36 **HCSC Payroll**	Log into NFC mainframe system by using your User ID and Password and update leave balances.	Click on mainframe display icon located on your desktop. The NFC main menu page is displayed. 1. Press F8 to move to the next screen. Updating balances requires access to TINQ. 2. Select TINQ8, hit "Enter". 3. Select appropriate screen for the leave type you wish to update. 01) Annual & Sick 02) AWOP 03) Suspension Leave 04) Military Leave 05) Comp Leave & Comp Travel 06) Home Shore Leave 07) Annual Leave Restored 08) Time Off Awards 4. Enter SSN, hit "Enter". This will generate the person's profile information for the current

Leave Adjustment for Service Computation Date (SCD) Changes		
Actors	**Action**	**Notes**
		pay period for the type of leave Be sure to print the screen prior to adjustments if a pay period has updated since coversheet generated. 5. Place cursor in the field(s) you wish to update or tab to location. Balances cannot be manipulated in most leave categories. You will need to modify carryover, accruals, and/or used in order to adjust balances. 6. After pressing 'enter' to update balances, ensure ending balances match coversheet and save screen shot. 12. Select ALT + CTRL + Print Screen to take a screen shot of the balances being updated. Include this screen shot in the "Leave Adjustment Data" document in the employee's case file for inclusion under the "After" Balances - NFC section.
Step 37 **HCSC Payroll**	Update Siebel notes.	Click on the "Notes" tab towards the bottom of the Siebel screen and enter resolution to include leave balances and indicate QA has been completed on updated corrected timecards.
Step 8 **HCSC Payroll QA**	Place SR into "In QA Process"	Review case file for completeness and accuracy.

Leave Adjustment for Service Computation Date (SCD) Changes		
Actors	**Action**	**Notes**
Step 38 HCSC Payroll QA	Send email to employee/management/HR Rep, as appropriate.	Using the function keys along the top of the keyboard, select (F9). The "Pick recipient" window will appear. The "Service Request Contact" option is preselected, click "OK". A blank email window will appear. Ensure email address is populated or enter email addresses of the employee/manager/HR Rep. Click on spell check.
Step 39 HCSC Payroll QA	Change the Siebel status to "Closed" and Sub Status to "Resolved". End Process.	

5 Prerequisites

5.1 Government Furnished Equipment/Information (GFE/GFI)

GFE : Secured Server (Denver), Scanners – i1440/ I1220, Kofax Import Connectors, Monitor

GFI: OPM Guide to Personnel Record Keeping, www.OPM.gov, www.tsp.gov

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 Administration)

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 Internal Operating Procedure for Creating and Revising Standard Operating Procedures.

7 Measurements

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

7.1 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
Productivity Log	Daily	Siebel-generated
Quality Control report	Monthly	CDRL29

7.2 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
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 Metrics 2.1
Delayed transactions are processed in the pay period following the due date	Bi-weekly	PEP Metrics 2.2

8 Reports

Report Title	Information Included	Recipients (General description; not a list of individual names)	Publication Periodicity	Responsible POC
N/A				

9 References

- TSA Human Capital Management Directives, Bulletins, Letters and Guidance
- The Guide to Processing Personnel Actions
- TSA MD 1100.63-1 Absence and Leave
- TSA MD 1100.63-1A, Handbook-Absence and Leave
- TSA MD 1100.30-20 Accepting/Passing Voluntary (Employee-Initiated) Separations
- TSA MD 1100.55-4 Severance Pay

- TSA MD 1100.55-4A, Handbook-Severance Pay
- TSA MD 1100.53-2 Pay Retention
- SOP for Time Updates in WebTA
- IOP PMO-SEC-008, Protecting Personally Identifiable Information
- SOP PAY-007, Leave Audit/Leave Adjustment
- IOP PMO-DCM-003, HRAccess IOP for Creating and Revising SOPs

See NFC Payroll/Personnel Manual Detailing How to Process in:

1. To view manuals go to website: www.nfc.usda.gov
2. From the headers tabs choose: Publications
3. Under the publications page click: the Search by Type of Publications drop down menu
4. In Drop Down Menu: choose the below procedures by Acronym

    a) PINQ- Payroll/Personnel Inquiry System
    b) IRIS - Information Research and Inquiry System
    c) TINQ- Time Inquiry - Leave Update System
    d) EPIC- Entry, Processing, Inquiry, and Correction System
    e) SPPS Web- Special Payroll Processing System
    f) SPPS Mainframe- Special Payroll Processing System
    g) PPSO- Payroll/Personnel System Overview
    h) HCUP- History Correction Update Processing System

10 Forms

AD-717

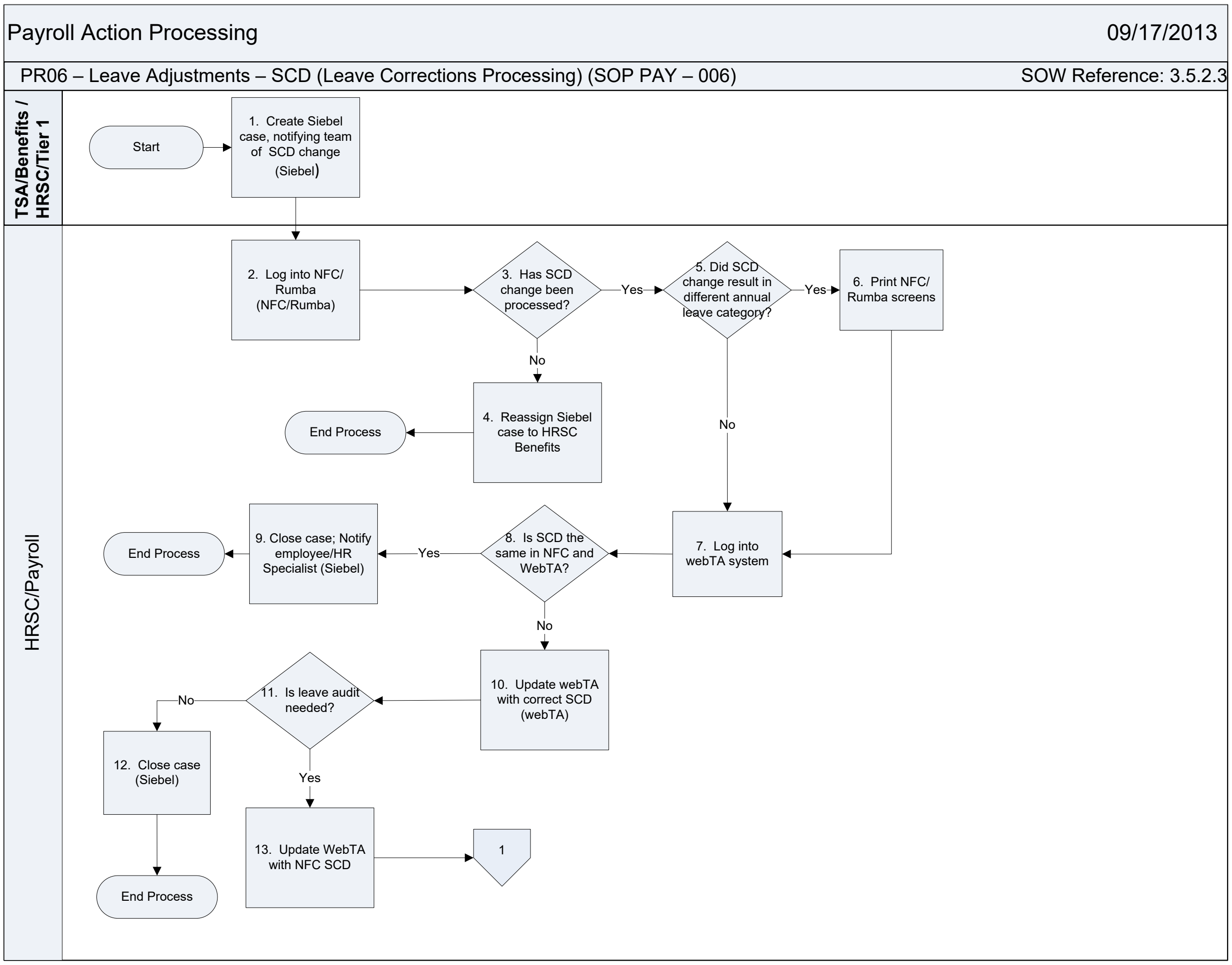
11 Revision History

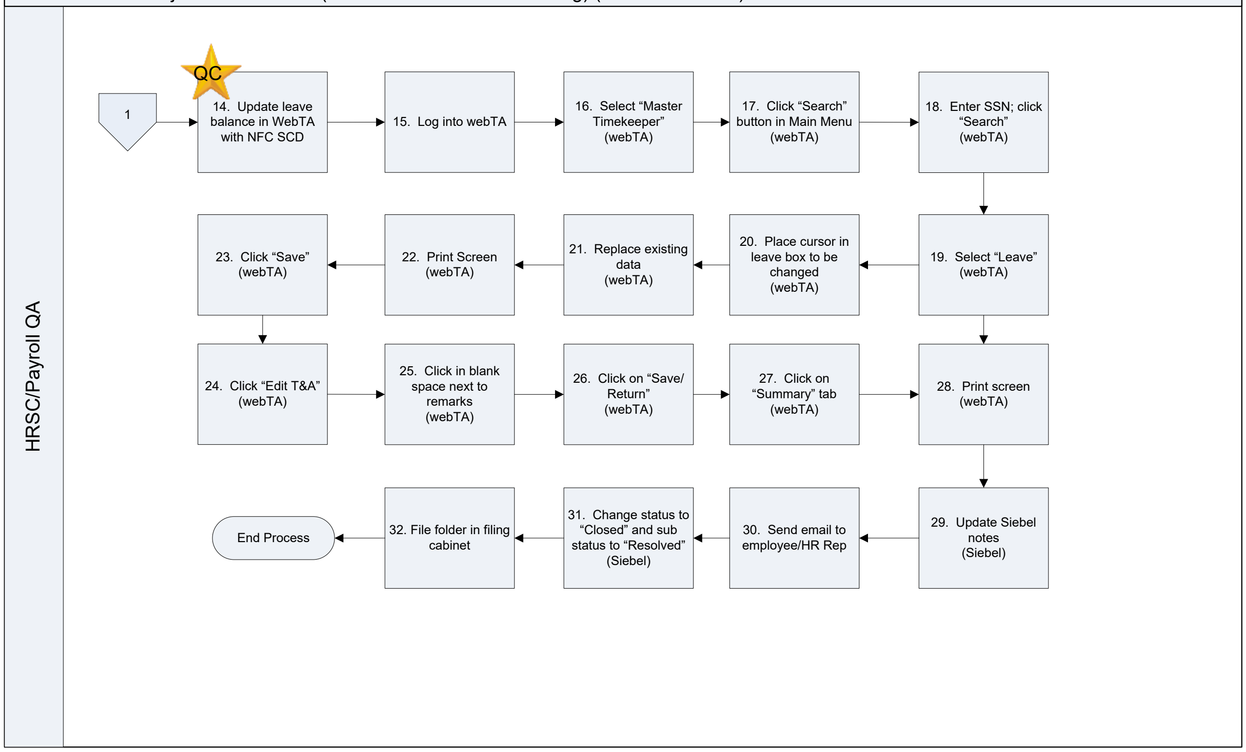
Rev	Date	Rev. By	Section(s) Affected	Summary of Changes
V1.0	11/04/2010			Updated release to reflect new SOP template
V2.0	04/29/2011			Revised to include more detail

V3.0	09/20/2011			Revised to include more detail
V4.0	09/17/2013	Mike Mitchell	References	Included updated SOPs as references
V4.1	12/29/2014	Mike Mitchell	Appendix A	Added QC checkpoint stars to process map.
V4.2	1/31/2019	Lakisha Jett		Revised to incorporate new updates to the SOP
V4.3	5/16/2019	Nolan Curley		Revised to incorporate new updates to the SOP
V4.4	8/27/2019	Nolan Curley	Headers	Updated office branding

JAMIE PETTY 10-29-2019

Appendix A – Process Map – Leave Adjustments-Service Computation Date (SOP PAY-006)




HRSC/Payroll QA
1
QC
14. Update leave balance in WebTA with NFC SCD
15. Log into webTA
16. Select "Master Timekeeper" (webTA)
17. Click "Search" button in Main Menu (webTA)
18. Enter SSN; click "Search" (webTA)
19. Select "Leave" (webTA)
20. Place cursor in leave box to be changed (webTA)
21. Replace existing data (webTA)
22. Print Screen (webTA)
23. Click "Save" (webTA)
24. Click "Edit T&A" (webTA)
25. Click in blank space next to remarks (webTA)
26. Click on "Save/ Return" (webTA)
27. Click on "Summary" tab (webTA)
28. Print screen (webTA)
29. Update Siebel notes (Siebel)
30. Send email to employee/HR Rep
31. Change status to "Closed" and sub status to "Resolved" (Siebel)
32. File folder in filing cabinet
End Process

Appendix B – System Access Job Aid

- When emailing, please include the system requiring assistance in the subject line and a brief description of the problem in the body of the email.
    - For error messages, also add a screen shot of the error within the body of the email. (Please ensure no PII is visible within the screen shot.)
- If your issue hasn't been resolved in 24 hours, email your lead, SystemsAccess@tsa-hraccess.com and the appropriate systems contact.
- For Administrative Suspensions, adding or changing system access and other system related issues contact SystemsAccess@TSA-HRAccess.com
- Please partner with your Team Lead or a Co-Worker for processing, system usage and other training related questions.

webTA

Web-based system

User ID: Last Name + First Letter of First Name + LM (Example - Chris Josh = JOSHCLM)
Password Protocol: 1) Up to 32 characters long; 2) Must contain: 1 capital letter, 1 number and 1 special character (!#$*&)
Non-Use Expiration: 90 Days | Locked Out After: 5th failed attempt | Session Time Out: 20 Minutes
Web Address: https://wta.hs.nfc.usda.gov/webta/servlet/com.threeis.webta.H000Welcome
Contact with Issues: Email: helpdesk@mailserver-hracess.tsa.dhs.gov | Phone: 877-872-7990

EmpowHR

Web-based system

User ID: Agency Code (TA) + Security Assigned Sequential Code + Initials (Example = TA9999JC)
Password Protocol: 1) At least 12 characters; 2) Must contain: 1 capital letter; 2 numbers; 1 special character (!#$*&)
Non-Use Expiration: 180 Days | Locked Out After: 6th failed attempt | Session Time Out: 20 Minutes
Web Address: https://icams.usda.gov/psp/DHSPRD/?cmd=login&languagecd=ENG&
Contact with Issues: Email: ustsahrscpmo@deloitte.com

NFC Reporting

Web-based system

User ID: Agency Code (TP) + Security Assigned Sequential Code (Example = TP9999)
Password Protocol: 1) At least 12 characters; 2) Must contain: 1 capital letter, 1 lower case letter, 2 numbers; 1 special character (!#$*&); the first character must be a capital letter
Non-Use Expiration: 60 Days : Locked Out After: 5th failed attempt | Session Time Out: 20 Minutes
Web Address: https://www.nfc.usda.gov/reporting/index2.asp
Contact with Issues: Email: ustsahrscpmo@deloitte.com

NFC Mainframe

IBM Mainframe system (RUMBA)

User ID: Agency Code (TP) + Security Assigned Sequential Code (Example = TP9999)
Password Protocol: 1) 8 Characters; 2) Must contain: 1 capital letter, 1 number, 1 of these special characters: $,@, # which must occur between first and last position
Non-Use Expiration: 30 days of non-use account is suspended; 60 days of non-use account is suspended by NFC; 120 days of non-use account is deleted | Locked Out After: 5th failed attempt | Session Time Out: 20 minutes
Contact with Issues: Email: ustsahrscpmo@deloitte.com

HCInsight

HRAccess System - Siebel, RPA, HRAccess Updates, Reporting etc.

User ID: LM User ID (Example = U123456 or V000123)
Password Protocol: 1) At least 12 characters; 2) Must contain: 1 capital letter; 2 numbers; 1 special character (!#$*&)
Non-Use Expiration: 60 days | Locked Out After: 3rd failed attempt | Session Time Out: 20 minutes
Web Address: https://hcinsight-hraccess.tsa.dhs.gov/siteminderagent/forms/login
Contact with Issues: Email: HRAccessAccountAdministration@RL.gov | Phone: 866-966-4467

Appendix C – Acronyms

Acronym	Definition
GFE	Government Furnished Equipment
GFI	Government Furnished Information
HR	Human Resources
HRSC	Human Resources Service Center
NFC	National Finance Center
HC	Human Capital
PII	Personally Identifiable Information
PMO	Program Management Office
QA	Quality Assurance
SCD	Service Computation Date
SOP	Standard Operating Procedure
SR	Service Request
TSA	Transportation Security Administration