



## HCAccess Program

### Standard Operating Procedure

PAY - 005

### Restored Annual Leave Processing

SOW 3.5.2.3

FINAL

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# 1 Background

This is an Internally Process Driven change to a previously approved Standard Operating Procedure (SOP). 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 Transportation Security Administration 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 requests for restoration of annual leave.

This SOP applies to the Leave Operations section within the Payroll Processing Team. Its task is to ensure that all necessary steps are taken to achieve timely and quality services in processing and completing actions in the areas of leave administration.

# 3 Roles and Responsibilities

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

<b>Role</b>	<b>Responsibilities</b>
<b>TSA Employee</b>	Completes the required form and submits all required supplemental documentation in an accurate and timely manner.
<b>TSA Management</b>	Receives, reviews, and approves/denies employee requests for restoration of annual leave in a timely manner; forwards to HCSC for processing.
<b>TSA Human Resources (HR) Specialist</b>	Receives and reviews employee requests for restoration of annual leave in a timely manner; forwards to HCSC for processing.
<b>Human Capital Service Center (HCSC) Payroll</b>	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.



Role	Responsibilities
HCSC Tier 1/Document Management	Receives restoration of annual leave requests; provides timely and accurate platforming of all requests to the HCSC Payroll to ensure timely processing.
HCSC Payroll Quality Assurance (QA)	Reviews restoration of annual leave requests and verifies they have been processed in accordance with TSA policies and procedures. Updates all restored annual 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*.**

### 4.1 Procedure Restored Annual Leave Processing

Actor	Action	Notes
<b>Step 1 TSA Employee</b>	Initiate Leave Restoration request by submitting TSA Form 1185 (Annual Leave Restoration Request) and supporting documentation to the leave approving official (Manager/Supervisor).	<p>The employee's request and management official's certification must be forwarded by the first Saturday in February to the appropriate Assistant Administrator, or their designated official(s), for final approval.</p> <p>Employees who forfeit annual leave because of exigencies of the public business, sickness, or administrative error may request to have the leave restored following the end of the leave year. <b>Leave must be forfeited before a request for restoration can be submitted.</b></p> <p>Employee requests for restoration of annual leave must include evidence that the forfeited leave was scheduled and approved on or before November 1 and the reason(s) why the leave could not be used or rescheduled to avoid forfeiture. Employees may include signed OPM-71s, emails or other written documentation that includes an explanation by</p>



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Actor	Action	Notes
		the management official designated to approve leave for the employee. In addition, the employee should provide documentation to substantiate the number of hours to be restored.
<b>Step 2 TSA Management</b>	Review forms received for completeness.	Ensure dates and total hours are accurate and the appropriate supporting documentation has been provided.
<b>Step 3 TSA Management</b>	Determine if the request for leave restoration is approved or disapproved.  Is the request approved?  If Yes, go to Step 5,  Or  If No, go to Step 4.	All decisions to approve or deny an employee's request for restoration of forfeited leave <b>must be made by the first Saturday in March.</b>  The authority to approve requests for restoration of annual leave may be delegated in writing by the appropriate Assistant Administrator no lower than two levels above the designated leave approving official. In addition, this authority may be delegated no lower than Special Agents in Charge for Federal Air Marshal Service employees and no lower than Assistant Federal Security Directors at airports.  The leave approving official reviews the request, certifies the employee is eligible for restored leave and the information submitted is factual, and then recommends approval or disapproval of the request.  The reviewing official (Assistant Administrator or designee), if required by the program office, reviews the request and recommends approval or disapproval.
<b>Step 4 TSA Management</b>	Send employee a notification of disapproval.      End Process.	If the request is disapproved, the employee and his/her leave approving official must be notified in writing.  Disapproval is noted on TSA Form 1185 and employee receives notification of disapproval.  Local offices are responsible for maintaining a copy of all approved and denied leave restoration requests and supporting



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Actor	Action	Notes
		documentation with the employee's payroll records.
<b>Step 5 TSA Management/TSA HR Specialist</b>	Forward request to HCSC via fax, email or mail.	If sent via email or fax, refer to SOP HLP-011  If sent request via mail, refer to SOP SSC-017. Please refer to the HCInsight website, Appendix B, <a href="#">System Access Job Aid</a> .
<b>Step 6 HCSC TIER 1/ Document Management</b>	Receive request for leave restoration and assign a Service Request (SR) number and platform the transaction.	Leave Restoration Request are platformed to the Leave Operations team.  Area: Payroll Sub Area: Leave Audit Reason: Transaction
<b>Step 7 HCSC Payroll</b>	Login to Siebel for SR information.	Click on service tab to generate your work list.
<b>Step 8 HCSC Payroll</b>	Retrieve SR and change Sub Status to "In Progress".	Check these areas to confirm accuracy and how it relates to request: <ul style="list-style-type: none"><li>• Last Name</li><li>• First Name</li><li>• Area</li><li>• Sub-area</li><li>• Status</li><li>• SR</li><li>• Priority</li><li>• Pay Period Due</li><li>• Subject</li><li>• Resolution (Internal)</li><li>• Description (Internal)</li><li>• Notes</li><li>• <u>Contact SRs</u> (Remember to check Contact SRs to ensure there are no duplicate SRs for this transaction)</li><li>• Attachments (for approved TSA form 1185 and supporting documentation)</li></ul>
<b>Step 9 HCSC Payroll</b>	Determine if the TSA Form 1185 is filled out completely and accurately.	The TSA Form 1185 requires all other non-signature items must be completed. The <b>ONLY</b> signatures required are the Employee's signature and the Approving Official's signature.



## 4.1 Procedure Restored Annual Leave Processing

Actor	Action	Notes
	<p>Is the TSA Form 1185 filled out completely and accurately?</p> <p>If Yes, go to Step 11,</p> <p>Or</p> <p>If No, go to Step 10.</p>	<p>The employee's request and supervisor's or designated management official's certification must be forwarded by the first Saturday in February to the appropriate Assistant Administrator, or their designated officials, for final approval.</p> <p><b>All decisions to approve or deny an employee's request for restoration of forfeited leave must be made by the first Saturday in March.</b></p>
<b>Step 10 HCSC Payroll</b>	<p>Send employee a notification that the request is incomplete and could not be processed.</p> <p>End Process</p>	<p>Notify the employee via Siebel email that the request is incomplete, why it is incomplete, and close SR. Status: Closed Sub Status: QC-Incomplete Data</p>
<b>Step 11 HCSC Payroll</b>	<p>Determine if the supporting documentation provided is sufficient for processing the request.</p> <p>Is supporting documentation sufficient for processing the request?</p> <p>If Yes, go to Step 15,</p> <p>Or</p> <p>If No, go to Step 12.</p>	<p>Employee requests for restoration of annual leave must include evidence that the forfeited leave was scheduled and approved on or before November 1 and the reason(s) why the leave could not be used or rescheduled to avoid forfeiture.</p> <p>The following may be considered supporting documentation:</p> <p>A: Signed OPM-71s B: Electronically approved leave requests (webTA) C: Emails or other written documentation that includes an explanation by the management official designated to approve leave for the employee.</p> <p>When leave has been canceled due to exigencies of the public business, the supervisor or designated management official must show that there was no reasonable alternative to canceling the leave and that another employee could not perform the work.</p>



## 4.1 Procedure Restored Annual Leave Processing

Actor	Action	Notes
<b>Step 12 HCSC Payroll</b>	Notify HR Specialist/Employee of inability to proceed.	Notify the party who submitted the form to Service Center for processing that the application is incomplete and outline the additional documentation required to process the request.
<b>Step 13 HCSC Payroll</b>	Verify receipt of supporting documentation.  Has supporting documentation been received?  If Yes, go to Step 15,  Or  If No, go to Step 14.	Change status to “Pending” and sub-status to “waiting for customer/waiting on TSA” in Siebel. If the SR is waiting on the employee, sub status should reflect “Waiting on Customer”. If the SR is waiting on the HR Specialist, sub status should reflect “Waiting on TSA”.  The 1-touch rule should be applied to all restored annual leave cases in a “Pending” status.  Update the Notes of the SR to indicate why form cannot be processed. 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 OPM71 from HR Specialist; Request #2; 1/1/2019).
<b>Step 14 HCSC Payroll</b>	Send employee/HR Specialist a notification that the request is incomplete and could not be processed, then close SR.  End Process	Notify the employee/HR Specialist via Siebel email that the request is incomplete, why it is incomplete, and close SR.  Status: Closed Sub Status: QC-Incomplete Data
<b>Step 15 HCSC Payroll</b>	Login to NFC/RUMBA by using your User ID and Password.	Double click on mainframe display icon located on your desktop. The NFC/ RUMBA main menu page is displayed.  Select IRIS8, hit enter. This is to obtain the social security number of the employee.  Tab to “screen/menu” enter 900 and hit enter. This will take you to the employee name search screen.





## 4.1 Procedure Restored Annual Leave Processing

Actor	Action	Notes
		<p>Enter last name, [tab], first name. This will generate a list of employees by last name.</p> <p>Click on the IR # column next to the employee you want to choose, type 136, hit enter. Copy the SSN so you can identify the employee. The agency column should say "TA" next to the employee being selected.</p> <p>Note: If you do not have systems access, please reference the <a href="#">System Access job aid</a> in Appendix B.</p>
<b>Step 16 HCSC Payroll</b>	Verify the total number of hours forfeited in webTA.	<p>Log in to webTA (<a href="https://wta.hs.nfc.usda.gov/webta/">https://wta.hs.nfc.usda.gov/webta/</a>) and retrieve the employee's final timecard of the year for which the leave was forfeited in.</p> <p><u>Example:</u> If the leave was forfeited for 2018, the timecard for pp26-2018 should be reviewed.</p>
<b>Step 17 HCSC Payroll</b>	Verify the total number of hours forfeited in NFC.	<p>Log in to NFC Reporting Center (<a href="https://www.nfc.usda.gov/reporting/index2.aspx">https://www.nfc.usda.gov/reporting/index2.aspx</a>) and retrieve the employee's final Statement of Earnings and Leave (SEL) of the year for which the leave was forfeited in.</p> <p><u>Example:</u> If the leave was forfeited for 2018, the SEL for pp26-2018 should be reviewed.</p>
<b>Step 18 HCSC Payroll</b>	<p>Determine if leave balances match.</p> <p>Do leave balances match?</p> <p>If Yes, go to Step 20,</p> <p>Or</p> <p>If No, go to Step 19.</p>	<p>The leave balances on the employee's timecard and SEL should match the total number of hours requested to be restored on the TSA Form 1185. This ensures the total number of hours requested for restoration are available to be restored.</p>
<b>Step 19 HCSC Payroll</b>	Conduct Leave Audit for employee.	Refer to SOP-Pay-007 for completion of leave audit.



## 4.1 Procedure Restored Annual Leave Processing

Actor	Action	Notes
	If Audit conducted, go to Step 32,  Or  If Audit not conducted, go to Step 20.	
<b>Step 20 HCSC Payroll</b>	Verify the employee has hours available for restoration.  Are hours available?  If Yes, go to Step 22,  Or  If No, go to Step 21.	
<b>Step 21 HCSC Payroll</b>	Send employee/HR Specialist a notification that the employee does not have hours available for restoration, and close SR.  End Process	Notate the SR with this information and notify the employee/HR Specialist via Siebel email that the request cannot be processed, why it cannot be processed, and close Service Request.  Status: Closed Sub Status: QC-Incomplete Data
<b>Step 22 HCSC Payroll</b>	Verify employee's case file is on the eServer.  Is employee's case file on the eServer?  If Yes, go to Step 28,  Or  If No, go to Step 23.	The case file should be established on the eServer. Folder: Current Year Sub Folder: Employee  Search for the employee's case file and verify the Last Name, First Name – Last 4 of SSN matches the employee.
<b>Step 23 HCSC Payroll</b>	Create employee case file.	Folder: Current Year Sub Folder: Employee



## 4.1 Procedure Restored Annual Leave Processing

Actor	Action	Notes
		Create a “New Folder” and use the following naming convention: LastName, FirstName – Last 4 of SSN
<b>Step 24 HCSC Payroll</b>	Update Sub Folders in employee case file.	Folder: Current Year Sub Folder: Templates  Copy and Paste <b>ALL</b> of the template folders to the employee case file established.
<b>Step 25 HCSC Payroll</b>	Open the employee’s case file on the eServer.	Folder: Current Year Sub Folder: Employee Sub Folder: Employee’s Name Sub Folder: Leave Audit
<b>Step 26 HCSC Payroll</b>	Copy and Paste the “SR# - Leave Audit Type”.	This creates an additional copy of the case file in the event an additional audit is required for this employee during the same calendar year.
<b>Step 27 HCSC Payroll</b>	Update the title of the copied folder.	Replace the “SR#” with the Service Request # that corresponds to this case in Siebel.  Replace the “Leave Audit Type” to reflect the Sub Area used in Siebel for this SR.
<b>Step 28 HCSC Payroll</b>	Update the “Supporting Documentation – NFC” file to begin prepping the case file.	Complete the header to include the following information:  SR# [Employee Name] [Last 4 of Employee SSN] Work Schedule [PT, FT], [Tour of Duty Hours]  This document should include the following NFC/RUMBA Screen Shots:  NFC/IRIS 102/502 NFC/IRIS 122/522 NFC/IRIS 125/525 Audit Starting Point/Leave Balance(s) Matching Point  All of the aforementioned NFC/IRIS screens will be included in every case file. The Leave Balance(s) Matching Point will contain the webTA timecard and corresponding SEL for the



## 4.1 Procedure Restored Annual Leave Processing

Actor	Action	Notes
		same pay period to verify the balances matched. This will ensure the leave amount forfeited matched in both systems and is eligible for restoration.
<b>Step 29 HCSC Payroll</b>	Update the "Leave Adjustments Data" file to include the "Before" balance screens.	<p>The case file should include leave adjustment screen shots:</p> <p>"Before" Balances – WebTA "Before" Balances – NFC</p> <p>NOTE: The "After" balances will be updated by HRSC Payroll QA after the case file has been completed.</p>
<b>Step 30 HCSC Payroll</b>	Save the TSA Form 1185 and all supporting documentation to the eServer case file.	This can be downloaded from the SR in Siebel.
<b>Step 31 HCSC Payroll</b>	Complete the Leave Audit Casework Coversheet.	<p>Please see Leave Audit Casework Coversheet in Appendix E.</p> <p>All necessary information includes:</p> <ol style="list-style-type: none"><li>HCSC Representative</li><li>SR #</li><li>Date Submitted for First QA</li><li>PP Due</li><li>Employee Name</li><li>Full/Last 4 SSN</li><li>Type of case</li><li>Necessary Documents (this should include a checked box next to all of the documents included in this case file)</li><li>As of PP: (Pay period through which audit was completed; <b><u>webTA and NFC may be in different pay periods</u></b>).</li><li>Ending leave balances (if a full leave audit was completed, this should include all of the leave balances audited; if only restored annual leave</li></ol>



## 4.1 Procedure Restored Annual Leave Processing

Actor	Action	Notes
		<p>hours are being reviewed in this SR, only the “Other” field should be updated to “Restored Annual” and the balances provided.</p> <p>k. Root cause analysis (This should include the reason for the SR; the specific pay period/year in which the variance occurred; the amount of the variance; and the corrective action needed.)</p> <p>l. EOD</p> <p>m. SCD</p> <p><u>Root Cause example:</u> Leave audit SR opened due to the submission of a request for restoration for annual leave. This leave was forfeited at the end of calendar year 2018 and was unable to be used due to Exigency of the Public Service. Employee is due 45 hours of restored annual leave. 45 hours need to be updated in webTA and NFC.</p>
<b>Step 32 HCSC Payroll</b>	Update notes in Siebel	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.
<b>Step 33 HCSC Payroll</b>	Review case file for completeness and accuracy.	<p>Verify that all casework and research documentation is correctly included in the case file:</p> <ul style="list-style-type: none"><li>• NFC/IRIS 102/502</li><li>• NFC/IRIS 122/522</li><li>• NFC/IRIS 125/525</li><li>• Audit Starting Point/Leave Balance(s) Matching Point</li><li>• “Before” balances (WebTA, NFC) screen shots</li><li>• TSA Form 1185 and Supporting Documentation</li><li>• Leave Audit Spreadsheet including casework Coversheet</li></ul>



## 4.1 Procedure Restored Annual Leave Processing

Actor	Action	Notes
		<p>Verify that all casework and research completed is accurate.</p> <ul style="list-style-type: none"><li>• The correct amount of restored annual leave hours are due to the employee.</li><li>• The leave audit has been completed correctly and accurately (if required).</li></ul> <p>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.</p>
<b>Step 36 HCSC Payroll</b>	Log into EmpowHR by using your User ID and password.	<p>EmpowHR URL: <a href="https://dhs.empowhr.gov/hr/signon.html">https://dhs.empowhr.gov/hr/signon.html</a></p> <p>Click on Payroll Documents from the Main Menu.</p> <p>Click on “Auth for Restored Annual Leave”.</p> <p>Enter the employees SSN in the “Social Security Field” and press the “Search” button. The “Auth for Restored Annual leave” page displays</p> <p>If a record already exists, click on + sign in upper right-hand corner to add another record. Otherwise, a blank form will appear.</p> <p>Enter in all necessary fields. Necessary fields include:</p> <ol style="list-style-type: none"><li>a. Effective Date (ensure this date matches the first date of the pp due date of this SR)</li><li>b. Action Code</li><li>c. Total Amount Annual Leave Restored</li></ol> <p>Year Leave to be Restored</p> <p>Click the Save button to save the record. Record is successfully saved. You will be able to verify action applied the next day in EmpowHR and NFC (IRIS 136).</p>



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Actor	Action	Notes
<b>Step 37 HCSC Payroll</b>	Return to Siebel to update notes.	Click on the “Notes” tab towards the bottom of the Siebel screen and enter the following note:  Processed annual leave restoration (for total ex. xx hours) through EmpowHR, waiting for system to update overnight.
<b>Step 38 HCSC Payroll</b>	Change status to “Pending” and Sub Status to “Waiting for Future Date” in Siebel.	Hold case until action has applied in EmpowHR.  Update 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: Processed annual leave restoration (for total ex. xx hours) through EmpowHR, waiting for system to update overnight; 1/1/2019).
<b>Step 39 HCSC Payroll</b>	The next day, log into EmpowHR to verify transaction has applied.  Has the action applied?  If Yes, go to Step 43,  Or  If No, go to Step 40.	Transaction status is “Applied”.
<b>Step 40 HCSC Payroll</b>	Read the SINQ error message by clicking on hypertext link that says “View current SINQ errors”.	
<b>Step 41 HCSC Payroll</b>	Manually correct error by deleting and entering the correct information.	



## 4.1 Procedure Restored Annual Leave Processing

Actor	Action	Notes
<b>Step 42 HCSC Payroll</b>	Change transaction status in EmpowHR to “NFC ready” and repeat step 39 until the action applies.	
<b>Step 43 HCSC Payroll</b>	Verify hours have updated in NFC/RUMBA and include verification in case file.	<p>Log in to NFC RUMBA and access IRIS136. Verify the *Annual Leave Restored* section contains the total number of hours restored to the employee via EmpowHR.</p> <p>Include Screen shot of IRIS136 in the “Leave Adjustment Data” document in the case file under “After” Screen – NFC.</p> <p>Note: If you do not have systems access please reference the <a href="#">System Access job aid</a> in Appendix B.</p>
<b>Step 44 HCSC Payroll</b>	Log into webTA system by using your User ID and Password.	<p>webTA Link: <a href="https://wta.hs.nfc.usda.gov/webTA/servlet/com.threeis.webTA.H000welcome">https://wta.hs.nfc.usda.gov/webTA/servlet/com.threeis.webTA.H000welcome</a></p> <p>The webTA main menu page is displayed.</p> <p>Note: If you do not have systems access please reference the <a href="#">System Access job aid</a> in the Appendix B.</p> <p>Select “Master Timekeeper “. Only the master timekeeper allows you to update the leave balances on the leave data screen.</p> <p>In webTA, click the “Search” button from the Main Menu.</p> <p>Enter employee’s name and/or SSN and click “Search”. NOTE: It is preferable to search by SSN vice employee’s name to ensure you obtain the correct employee. Multiple employees may have the same first name and last name, which may result in updating leave for the incorrect employee.</p>





## 4.1 Procedure Restored Annual Leave Processing

Actor	Action	Notes
		<p>Select “Leave”. This will show the leave data screen which will reflect all leave balances in one place.</p> <p>If timecard has been “Certified”, Caseworker will not be able to update. Caseworker will need to wait until new pay period is open.</p> <p>If timecard is “validated”, Caseworker will need to click on the “validate” button once the updates are made to re-validate the timecard.</p> <p>Place cursor in restored annual leave box.</p> <p>Replace existing data with ending balance on coversheet. This will reflect the same number of hours restored in EmpowHR to the employee.</p>
<b>Step 45 HCSC Payroll</b>	Include Screen Shot in case file.	Include screen shot of Leave Data in the “Leave Adjustment Data” document in the case file under “After” Screen – webTA.
<b>Step 46 HCSC Payroll</b>	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.
<b>Step 47 HCSC Payroll</b>	Click on “Summary” tab.	This displays the current T&A reflecting the changes made.
<b>Step 48 HCSC Payroll</b>	Access Siebel and update SR notes.	Click on the “Notes” tab towards the bottom of the Siebel screen adjustments have been completed.
<b>Step 49 HCSC Payroll</b>	Place SR in QA.	The case is ready for Quality Assurance review
<b>Step 50 HCSC Payroll QA</b>	<p>Review case file for completeness and accuracy.</p> <p>Is the file complete and accurate?</p> <p>If Yes, go to Step 52</p>	<p>Verify that all casework and research documentation is correctly included in the case file.</p> <p>If Yes, return back to Step 36</p> <p>If No, move to Step 51</p>



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Actor	Action	Notes
	Or  If No, go to Step 51	
<b>Step 51 HCSC Payroll QA</b>	Change Status and Substatus to In Open In Process	Send caseworker notified of errors. Go to Step 33
<b>Step 51 HCSC Payroll QA</b>	Send email to employee/HR as appropriate.	Please reference the <a href="#">Siebel Email Job Aid</a> in Appendix B for detailed instructions.
<b>Step 52 HCSC Payroll QA</b>	Access Siebel and change the 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](http://www.OPM.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 IOP-PMO-DCM-003, HCAccess Internal Operating Procedure for Creating and Revising Standard Operating Procedures.

## 7 Measurements

### 7.1 Process 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 Project 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 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 within the following pay period	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

- IOP PMO-SEC-008, Protecting Personally Identifiable Information
- IOP PMO-DCM-003, HRAccess Internal Operating Procedures for Creating and Revising Standard Operating Procedures
- SOP HLP-011, Help Desk email, Outbound Calls and Voice Mail Procedures
- SOP SSC-017, Mailroom – Incoming Mail
- SOP PAY-007, Leave Audit Adjustment Process



- 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
- See NFC Payroll/Personnel Manual Detailing How to Process in:
  - To view manuals go to website: [www.nfc.usda.gov](http://www.nfc.usda.gov)
  - From the headers tabs choose: Publications
  - Under the publications page click: the Search by Type of Publications drop down menu
  - In Drop Down Menu: choose the below procedures by Acronym
    - PINQ- Payroll/Personnel Inquiry System
    - IRIS - Information Research and Inquiry System
    - TINQ- Time Inquiry - Leave Update System
    - EPIC- Entry, Processing, Inquiry, and Correction System
    - SPPS Web- Special Payroll Processing System
    - SPPS Mainframe- Special Payroll Processing System
    - PPSO- Payroll/Personnel System Overview
    - HCUP- History Correction Update Processing System

## 10Forms

Leave Audit Worksheet

Leave Audit Case Work Coversheet

TSA Form 1185



## 11 Revision History

REVISION/CHANGE LOG				
Rev	Date	Rev. By	Section(s) Affected	Summary of Changes
V1.1	11/04/2010			Updated release to reflect new SOP template
V1.2	04/28/2011			Revised to incorporate new updates to the SOP
V1.3	05/10/2011			Revised to incorporate new updates to the SOP
V1.3	11/14/2014	K. Countee		Revised to incorporate new updates to the SOP (eServer).
V1.4	12/29/2014	Mike Mitchell	Appendix A	Added QC checkpoint stars to process map.
V1.5	1/30/2019	Kisha Jett		Revised to incorporate new updates to the SOP
V1.6	5/16/2019	Nolan Curley		Revised to incorporate new updates to the SOP
V.1.7	8/26/2019	Nolan Curley		Revised office branding and date



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## **Appendix A – Process Map – Restored Annual Leave Processing (SOP PAY-005)**

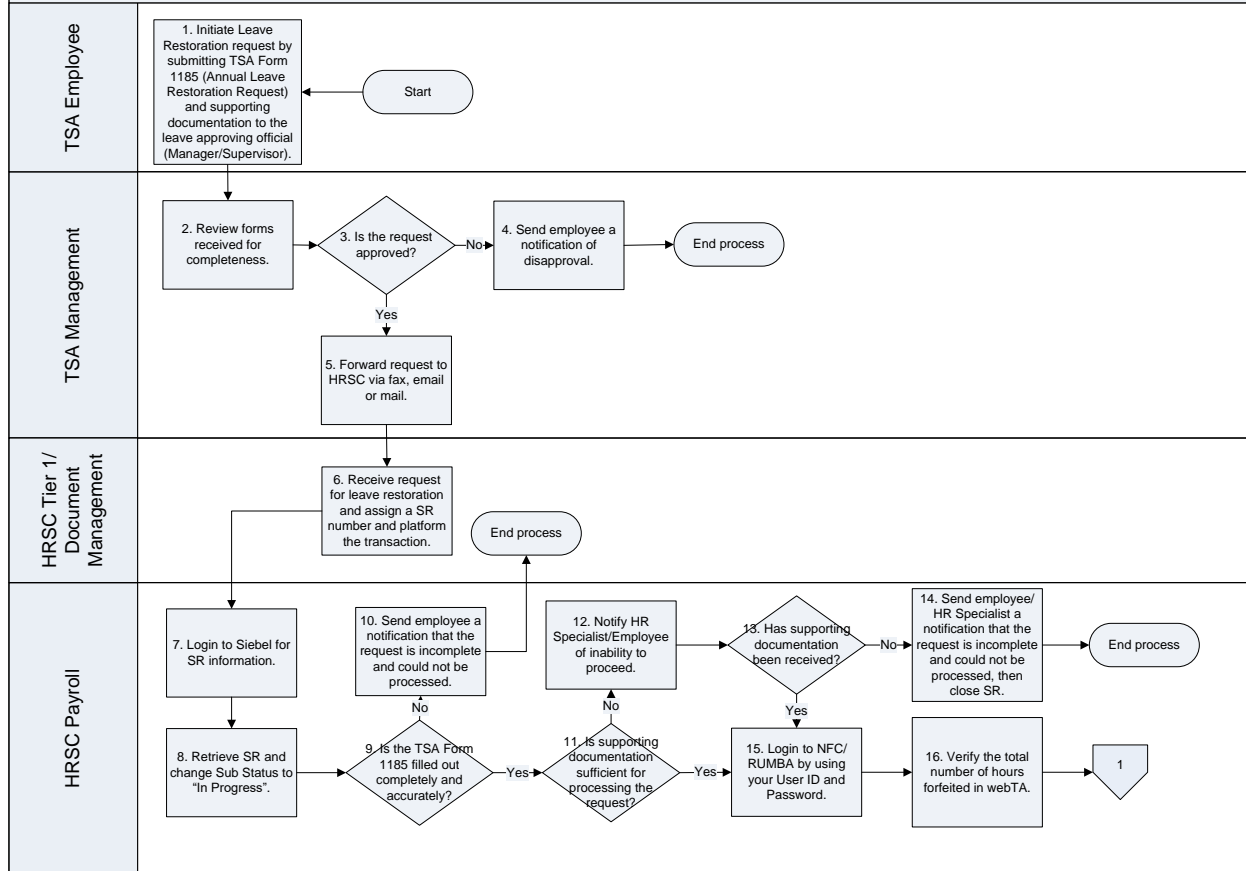


Restored Annual Leave Process

11/14/2014

SOP PAY-005, Restored Annual Leave Process

SOW 3.5.2.3





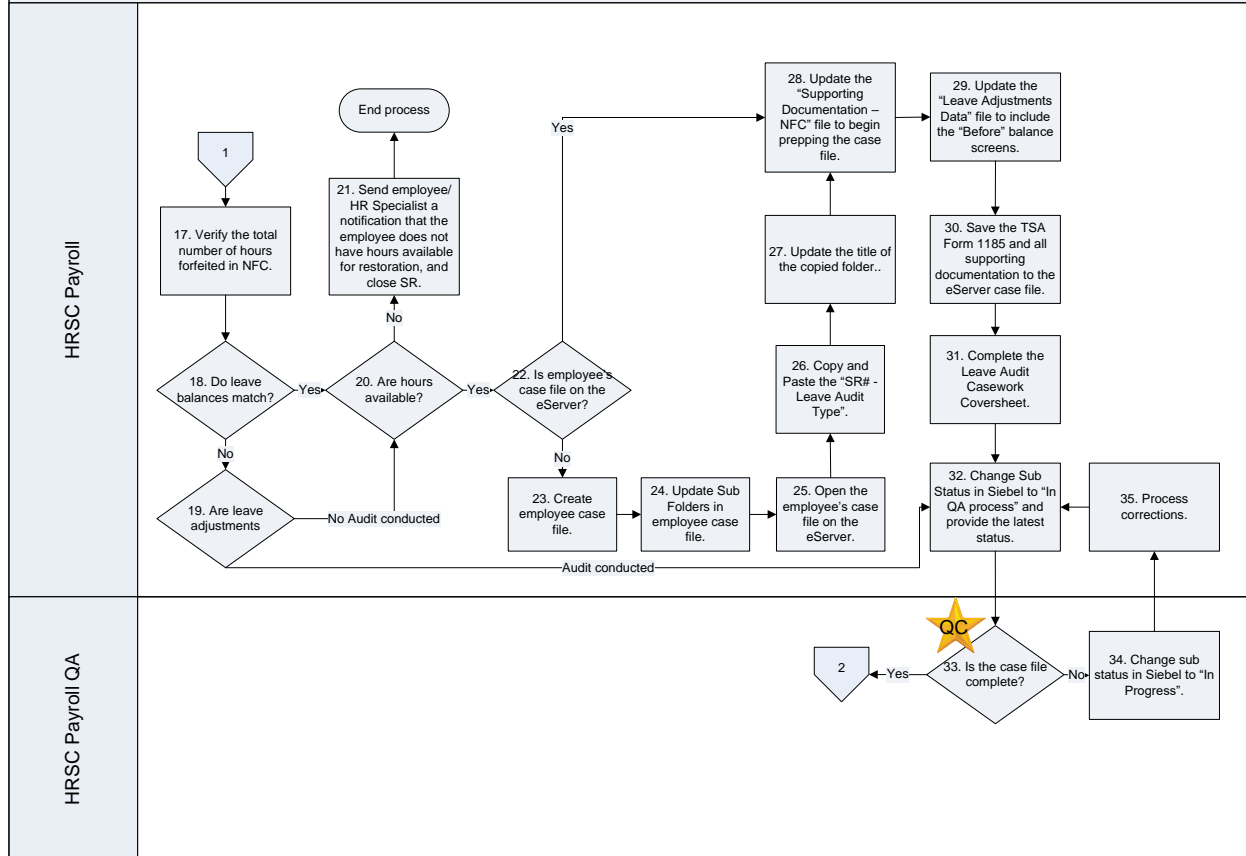


Restored Annual Leave Process

11/14/2014

SOP PAY-005, Restored Annual Leave Process

SOW 3.5.2.3





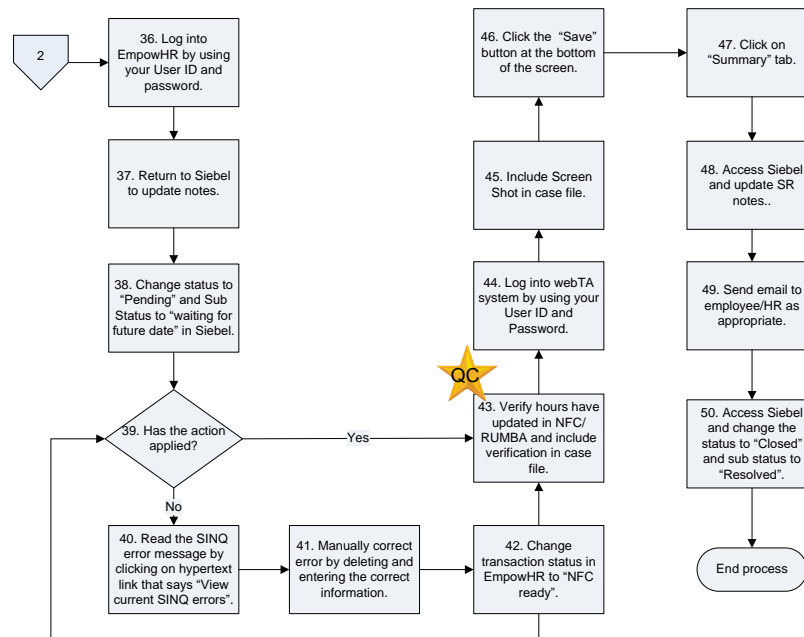
Restored Annual Leave Process

11/14/2014

SOP PAY-005, Restored Annual Leave Process

SOW 3.5.2.3

HRSC Payroll QA





## 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](mailto: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](mailto: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: [webTA-resets@tsa-hraccess.com](mailto:webTA-resets@tsa-hraccess.com) | 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://dhs.empowhr.gov/hr/signon.html>

Contact with Issues: Email: [SystemsAccess@TSA-HRAccess.com](mailto:SystemsAccess@TSA-HRAccess.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: [SystemsAccess@TSA-HRAccess.com](mailto:SystemsAccess@TSA-HRAccess.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: [SystemsAccess@TSA-HRAccess.com](mailto:SystemsAccess@TSA-HRAccess.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>



## Appendix C – Siebel Email Job Aid

### Sending Email Through Siebel

1. Locate the SR needing an email response and verify your name is listed as the Owner
2. Click once in a blank space (This saves the last action)
3. Hit the F9 Function key on the keyboard (A pop-up box appears)
4. Click “(None)” if the email address is not related to the Contact information
  - Click “Service Request Contact” if the email address is for the Contact (Most frequent)
  - Click “Service Request Owner” if the email is for the person marked as Owner
5. Click “OK”
6. Verify the email address populated correctly in the “To” box
7. Add any additional email addresses into the “Cc” or “Bcc” box as needed
8. Click the drop down arrow to the right of the “Body” field (you must select a template)
  - A list of email templates will appear
9. Select the email template that best fits the purpose of the email
  - “(ALL-001) – Generic Email Template” is best for most unspecified purposes
  - Scroll up or down for additional email templates
  - Verify the Contact’s first name and SR number are populated
  - Delete the “<<INSERT TEXT HERE>>” and enter in the body of the email
  - Click “Check Spelling” once the body of email is completed (Make any corrections)
  - Hold down the “Ctrl” key and hit “S” (Ctrl S) to Save the record
  - Click “Send” – The email has now been sent



## Appendix D – Restored Annual Leave Necessary Systems Screens

### NFC Mainframe (RUMBA)


- IRIS 102/502
- IRIS 122/522
- IRIS 125/525
- IRIS 136

### webTA

- Leave Data Screen
- T&As



## Appendix E – Leave Audit Casework Coversheet

 <b>Leave Audit Casework Coversheet</b>			
<b>HRSC Representative:</b>			
<b>Service Request #:</b>			
<b>Date Submitted for First QA:</b>			
<b>QA Signature:</b>			
<b>PP Due:</b>			
<b>SR Closed:</b>			
<b>Employee Name:</b>			
<b>Employee SSN:</b>			
<b>Type of Case:</b>			
<b>NECESSARY DOCUMENTS</b>			
<input type="checkbox"/>	Completed Casework Coversheet - All Audited Leave Types		
<input type="checkbox"/>	Detailed Audit Root Cause (On Casework Coversheet & in Siebel)		
<input type="checkbox"/>	Manilla folder-EE name (Last Name, First Name) & SR number		
<input type="checkbox"/>	Leave Audit Checklist (completed and included in file)		
<input type="checkbox"/>	Supporting Doc- NFC		
<input type="checkbox"/>	Supporting Doc- EMR		
<input type="checkbox"/>	Supporting Doc- webTA		
<input type="checkbox"/>	Supporting Doc- eOPF		
<input type="checkbox"/>	Supporting Doc- Reporting Center		
<input type="checkbox"/>	Leave Audit Worksheet - All Years Affected/All Audited Leave Types		
<input type="checkbox"/>	"Before" screens with changes indicated - All Audited Leave Types		
<input type="checkbox"/>	"After" screens with updated balances - All Audited Leave Types		
<input type="checkbox"/>	Leave audit attached to Service request		
<input type="checkbox"/>	SR Documented - Detailed notes providing root cause / status updates		
<b>ITEM</b>	<b>WebTA</b>	<b>NFC</b>	
<b>As of PP:</b>			
<b>Annual Leave:</b>	<b>Forward Balance</b> (beginning of PP)	<b>Carryover Balance</b>	
		<b>Accruals YTD</b>	0.00
		<b>Accrual Reduction</b>	0.00
	<b>PT Unapplied</b> (beginning of PP)	<b>Used YTD</b>	0.00
		<b>Current Balance</b>	
<b>Sick Leave:</b>	<b>Forward Balance</b> (beginning of PP)	<b>PT-Carryover</b>	
		<b>Carryover Balance</b>	
		<b>Accruals YTD</b>	0.00
	<b>PT Unapplied</b> (beginning of PP)	<b>Accrual Reduction</b>	0.00
		<b>Used YTD</b>	0.00
<b>Comp Time:</b>		<b>Current Balance</b>	
<b>Comp Travel:</b>	0.00	<b>PT-Carryover</b>	
<b>Military Leave:</b>	0.00	<b>Hours Used YTD</b>	0.00
		<b>Leave Carry Over</b>	0.00
		<b>Balance Available</b>	0.00
<b>AWOP:</b>	0.00		0.00
<b>Time Off Award:</b>	0.00		0.00
<b>Restored Annual:</b>	0.00		0.00
<b>- Root Cause -</b>			
<b>EOD:</b>		<b>SCD:</b>	



## Appendix F – Acronyms

Acronym	Definition
EOD	Entry on Duty
GFE	Government Furnished Equipment
GFI	Government Furnished Information
HRSC	Human Resources Service Center
HR	Human Resources
IOP	Internal Operating Procedure
NFC	National Finance Center
HC	Human Capital
PII	Personally Identifiable Information
PMO	Program Management Office
POC	Point Of Contact
QA	Quality Assurance
SCD	Service Computation Date
SOP	Standard Operating Procedure
SOW	Statement of Work
SR	Service Request
SSN	Social Security Number
TSA	Transportation Security Administration