**HRAccess Program**

HCSC Standard Operating Procedure

PAY-013 – Debt Management

February 25, 2021

Reviewed By: Tonia M. Hawkins Date: 3/18/2021

Approved By:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date:\_\_\_\_\_\_\_\_\_\_\_\_

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# 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).

# Purpose and Scope

This Standard Operating Procedure describes the necessary steps to provide timely and quality services to TSA employees in processing and completing transactions in the areas of Debt Management.

The Deloitte HCAccess Human Resources Service Center is responsible for providing general administrative and advisory support for debt management 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.

# Roles and Responsibilities

The actors and their roles in the Debt management process are delineated below.

| **Role** | **Responsibility** |
| --- | --- |
| **Payroll Specialist** | Debt Management Payroll Specialist determines the authenticity of debt documents. If so warranted, a Service Request (SR) is created and the Service Request is assigned for verification, processing, updating or terminations. The Specialist also checks contact SR’s to identify & process any supporting SRs for the employee. |
| **Payroll Quality Assurance (QA)** | Reviews and approves actions to determine accurate processing of debt cases that are completed by the Payroll Specialist and closes the SR. Runs daily report to assign SRs to the Payroll Specialist. |
| **Document Management Department** | Receives, stamps (date) and scans incoming mail documents into the Siebel system. Delivers incoming mail documents to the Debt Management Section. |
| **TSA Employee** | Receives notification of debts to be deducted from employee’s pay. |
| **National Finance Center (NFC)** | Provides checks and balances for payroll; processes debt deductions of employees’ earnings. |
| **TSA Headquarters (HQ)** | Receives requests and provides guidance and approval regarding debts in accordance with the Federal, DHS and TSA regulations and guidelines for TSA employees. |

# 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*.**

| Managing Debt Cases for the Debt Section | | |
| --- | --- | --- |
| **Functional Area** | **Action** | **Notes** |
| **Step 1**  **DMG PROCESSOR or**  **Tier 1** | 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. | Please note that referenced SOPs 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 Service Request (SR) - Attached documentation must have the date stamp put on them) |
| **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. | All documents must be scanned and attached to an assigned SR. Documents may also come in by HRAccess email or fax 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. |
| **Step 3**  **PAYROLL SPECIALIST** | Run the report in Siebel (current pay period) DAILY to determine the total number of Services Requests (SR) for debt management cases. | [Log-on to Siebel](https://casemanagement-hraccess.tsa.dhs.gov/siteminderagent/forms/login.fcc?TYPE=33554433&REALMOID=06-a71a4bc9-728b-492c-b5e7-bd3791c2f5a0&GUID=&SMAUTHREASON=0&METHOD=GET&SMAGENTNAME=-SM-lzJ1AwKK25b73U37t96IbGWGMS3fYUqxD2MT4h6X%2fydLhy9AVidI5hNu%2fJMLXMRG&) 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: this User ID is the same as the one you use to log into your computer (TSA HRAccess ID). |
| **Step 4**  **PAYROLL SPECIALIST** | Prep each case before processing or creating letters, Which includes :   1. Verifying if this refers to a TSA employee- NFC RUMBA 125, IRIS 525, 900 screens & EMR, 2. Verifying TSA employee pay status-NFC RUMBA IRIS 122, PQ032 3. Verifying documentation attached to SR# for missing information, conflicting information, and clarification of information. 4. Ensure to 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. If yes, indicate on the first page of all garnishments and child support orders, (On the right hand side) of the SR#, pay period, the employees name, processors initials and the date they started the SR with appropriate notes in Siebel.(Example: Duplicate, outdated or superseded orders). 5. Verify if employee has existing deductions in 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. You only need the calculation sheet if they already have a deduction (child support or garnishment). 7. Complete the calculation spreadsheet to help answer the garnishment orders answers/interrogatories. | Verify if a case is a processed case or non-processed case by using the checklist to check the NFC systems and use the calculation spreadsheet on the share drive if needed; make copies of all system screen shots of verifications. Processed cases are to be separated from non-processed cases.  If an employee is on Leave without Pay (LWOP), enter in deductions and notify 3rd parties and the employee with an LWOP letter.  If the name of the person/SSN on order cannot be found in NFC, then check EMR to verify the individual is not a TSA employee. (EMR can only be used if logged in the Merrifield/EMR server- it is located on the desktop).  If the documentation does not contain at least the last four of the SSN, but the Case number is already in the system (Screen 114, 306) it can be processed, using this information as validation. Same process, if the person’s address is the same as RUMBA screen 124.    Note: Special Handling/Legal Counsel can help with determining what commercial garnishments orders are properly executed for us to process.  Federal register guidelines 582.402  Employee’s disposable earnings in a workweek are equal to or less than 30 times the FLSA minimum hourly wage; the employee obligor’s earnings may not be garnished in any amount. |
|  |  | IRS INSTRUCTIONS:-Verification of the IRS forms consists of the following Duplications, Clarification, Missing information or Conflicting information (such as payment address, deduction amount per pay period, type of taxes owed, year of taxes, total amount owed and employee signature).If any of the above minimum requirements are not met, document will be returned to the employee with an “Unable to Process” letter explaining the issue, highlighting the missing fields on the form for better understanding.   * The IRS 2159 form is sent by TSA HR Representatives and/or active TSA employees * All other IRS forms (IRS 668 form or IRS 3676 Letter) that are received are to be forwarded to NFC via fax. * All IRS Payroll Deduction Agreement deductions must be processed upon receipt. * Multiple IRS Payroll Deduction Agreements can be put into the system or they can be combined per employee request if a written letter/memo/email/fax is received from the employee, Future amended deductions can be set-up if requested by the employee. * If the employee has a Tax Levy in place, then the IRS Payroll Deduction Agreement must be faxed over to NFC for processing. (The fax sheet for NFC is located on the share drive and it has the contact and fax number already on it) |
|  |  | BANKRUPTCY INSTRUCTIONS:   * Bankruptcy documents are sent in from trustees, law firms, bankruptcy courts and TSA employees. * Verification of the type of Bankruptcy order (chapter 13 or chapter 7) * If specified by the bankruptcy order, the elected commercial garnishment is deleted. * If a commercial garnishment is found on IRIS 114 screen and it is elected to be stopped, please follow the instructions in Section 5.3 (Commercial Garnishment) on how to stop a Commercial Garnishment. (Make printout of screen for verification) * Bankruptcy orders are set-up for bi-weekly deductions. If the order asks for monthly deductions, then the monthly deduction is divided by 2 to get the bi-weekly deduction (every other week) |
|  |  | GARNISHMENT INSTRUCTIONS:  Commercial Garnishment documents are sent by law firms, collection agency, state taxing authority, local taxing authority or state marshal/sheriff collection authority and courts.  Verification of IRS Tax Levy, IRS Voluntary Agreement, Child Support, Bankruptcy Order and/or if it is a duplicate commercial garnishment order case already in place then only an update should be processed. If a new Commercial Garnishment is received, determine if the new commercial garnishments can be processed.  Cases need to be updated only if the amount is equal to or less than 25% of the disposable earnings; no letters are necessary for balance updates.  Process will be according to below considerations:  IRS Tax Levy - If this deduction is found on PINQ 051, then a spreadsheet should be done to determine the percentage, if any, that can be processed for current commercial garnishments. (Make printout of screen for verification).  IRS Voluntary Agreement - If this deduction is found on IRIS 114, then a spreadsheet should be completed to determine the percentage or dollar amount, if any that can be processed for current commercial garnishments. (Make printout of screen for verification). |
|  |  | Child Support: If this deduction is found on IRIS 306, the spreadsheet needs to be done to determine the percentage, if any, that can be put into the system to process the commercial garnishment. (Make printout of  screen for verification)  Bankruptcy  - If this deduction is found on IRIS 114, then the sender of the commercial garnishment needs to be sent a letter notifying them of the bankruptcy order that is in place. (Make printout of screen for verification).  Commercial Garnishments  - If this deduction is found on IRIS 114, then a spreadsheet should be done to determine the percentage or dollar amount to be deducted. (Make printout of screen for verification).  Note: Commercial Garnishments cannot be more than 25% of employee’s disposable income and Federal debt cannot be more than 15% of disposable income.  Future deductions or terminations should be set-up at the time of the initial processed case when specified in the order. |
| **Step 5**  **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. | Update detailed Notes in Siebel every 5 days until closed before pay period due date. |
| **Step 6**  **PAYROLL SPECIALIST** | Save electronic copy of screenshots and attached to service request in SEIBEL or retrieve case folder and include copy of all documents from the Siebel SR and relevant files. | If the employee has an existing case file folder, it needs to be retrieved from file cabinets in the Debts Section. If there is not an existing case file, then a new one needs to be created. Save and attach electronic copies of screenshots to the service request in SEIBEL.  Note: The most current cases should be filed in the front of the file folder. |
| **Step 7**  **PAYROLL SPECIALIST** | Create case folder coversheet and checklist for current SRs and current pay period. | SR Processed Cases that are ready to be processed (Additions, Deletions, Changes) should be processed first. Followed by non-processed cases.  SR Non-Processed Cases: Non-TSA employee, Separated Employee, Unable to Process, and Duplicates (Already Processed) should be processed after all processed cases are completed.  Note: The coversheet/checklist must be completely filled out to determine what is being done with the case that pay period. Coversheet is found on the Debt Management share drive. |
| **Step 8**  **PAYROLL**  **SPECIALIST** | Is there an add, change or deletion of a deduction?  If Yes, Go to applicable Section(s):  4.2 IRS  4.3 Bankruptcy  4.4 Commercial Garnishments/Education  Or  If No, Go to Section 4.5 Unprocessed  Cases |  |
| **Step 9**  **PAYROLL SPECIALIST** | Prepare all garnishment employee letters and all interrogatories for all cases. Attach letters and completed interrogatories to SR#.  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.  All letters to TSA employees must match the full name found in Rumba. (First Name, Middle initial, Last Name and Suffix.) | New, amended or termination process, employee needs notification letter.  Federal register guidelines 582.303 mandates that the agent (HRAccess) shall send employee written notice within 15 calendar days of the beginning of the pay period due – beginning on Mondays). |
| **Step10**  **PAYROLL SPECIALIST** | Update Siebel SR indicating preparation of employee letter and interrogatories. | Attach the employee letter and interrogatories to the SR# |
| **Step 11**  **PAYROLL SPECIALIST** | Submit all employee letters and interrogatories to QA in one folder for letters with Payroll Specialist’s name on top. | Employee letters should be separated by colored cardboard paper when submitted to QA |
| **Step 12**  **PAYROLL QA** | Conduct QA Review of TSA employee letters of processed cases. | Any corrections are to be completed by the Payroll Specialist |
| **Step 13**  **PAYROLL QA** | Errors?  If Yes, go to Step 8  OR  If No, go to Step 13 |  |
| **Step 14**  **PAYROLL QA** | Update Siebel SR of QA review of employee letter and interrogatories. |  |
| **Step 15**  **PAYROLL QA** | Put TSA employee letters into envelopes. | Verify PII is matching throughout the documentation and that the PII is redacted before being sent out for each employee letter and interrogatories. |
| **Step 16**  **PAYROLL QA** | If letters are sealed, Go to Step 17, and return folders to Payroll Specialist (Go to Step 16). |  |
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| **Step 17**  **DMG PROCESSOR** | Send out employee letters.  Refer to SOP SSC-018, Mailroom – Outgoing Mail  End Process. |  |

| IRS | | |
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| **Functional Area** | **Action** | **Notes** |
| **Step 1**  **PAYROLL**  **SPECIALIST** | Process new, amendment or termination of IRS Payroll Deduction Agreement in EmpowHR or EPIC. | Use EmpowHR for primary system processing, EPIC is to be used as a back-up to EmpowHR. |
|  |  |  |
| **Step 2**  **PAYROLL**  **SPECIALIST** | Process IRS Payroll Deduction Agreement in EmpowHR:   1. Log into EmpowHR using username and password 2. Select Payroll Documents 3. Select Deductions Due to Indebtedness 4. Enter the employee’s social security number 5. Hit Search   **Deduction due to Indebtedness**   1. Select the plus sign to add a new record 2. Enter effective date (first day of current pay period)   **Transaction Code**   1. Enter in Transaction Code: add, change, delete 2. Enter Receipt Account Number 3. Enter Type Deduction Code: Select IRS 2159 Payroll Deduction Agreement   **Deduction Information**   1. Enter the balance amount owed 2. Enter the deduction amount or percentage to be taken out per pay period. 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.   **Payment Method**   1. Select Check 2. Enter the name and address information 3. Enter Payment Identification 4. Hit Save   Note: Before saving in EmpowHR, always verify the receipt account number, case number, and all information entered is accurate (matches the form request) if you are amending or deleting in EmpowHR.  Go to Step 4. | Note: You must be at the first record in order to start processing in EmpowHR. If you already know the date when the pay period begins, you can type in the date in the field. If you do not know the date, you can look for it by clicking on the search button. This option will provide you a list of pay periods to choose. Click on the correct pay period to be applied.  Note: The receipt account number consists of “3” leading zeroes, the deduction code number for the IRS Payroll Deduction Agreement (40), followed by “3” more zeroes, and then the last four digits of the employee’s SSN.  Example: 000**40**0001234  Note: If the receipt account number already exists in the system, then make sure that the last four digits of the receipt account are different from the one found in the system (this is only to be done if adding a new IRS Payroll Deduction Agreement into the system)  (Total amount owed is found on IRS form 2159 where it says Amount owed as of…)  Deduction amount is found were TSA employee agreed to have $ deducted from wage section on IRS form 2159.  Deductions on the IRS Payroll  Deduction Agreement cannot be changed without the employee’s approval. |
|  |  | Payment identification (this is the employee’s SSN without dashes) and the employee’s last name comma and first name or initial  Note: All IRS Payroll Deduction Agreement payment methods are checks (Make sure check box option is selected).  IRS payment address should be located under the Financial Institution section.  Note: Before saving in EmpowHR, verify the data input. The data input for deletions should match the IRIS 114 screen in RUMBA, Amendments should match the form request. (Make printout of screen for verification). |
| **Step 3**  **PAYROLL**  **SPECIALIST** | Process IRS Payroll Deduction Agreement 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 NFC user ID and password 5. Select EPIC title 6. Select New title 7. Select 089 Deductions Due to Indebtedness 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, type of deduction code, receipt account number, total balance and amount or percentage of deduction per pay period. 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. 10. Enter on the **third tab (Method)** the payee information: name and address information; enter in payment identification. 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 R to release for processing and hit UPDATE to save data input for processing   Go to Step 4 | Note: EPIC could also be found in favorites of the internet explorer  This information can be found on the RUMBA IRIS 101 screen (Make printout of screen for verification)  The payment identification should include the employee’s SSN (ex: 777001234)  Note: Before saving the process in EPIC, verify the data input. The data input for deletions should match the IRIS screen 114 in RUMBA. The amendment should match the form request. (Make printout of screen for verification).  Note: Selection of Status Codes in EPIC: Select the appropriate status code.  I – Save as Incomplete  R – Release for Processing  H – Hold until Release  4 – Mark for Deletion |
| **Step 4**  **PAYROLL**  **SPECIALIST** | Verification of IRS Payroll Deduction Agreement processed.  Did action apply?  If Yes, go to Step 6  OR  If No, go to Step 5. | Note: PINE is the nightly edit process that the transaction goes through. If the action passes all edits the action is applied and indicated with a status code of “X” If the action is “Not Applied” it will be indicated with a status code of “9” (failed, the PINE edits) with the error to be corrected. Once the error is corrected, release the document to go through PINE again. The correction process continues until the action applies (status code “X”)  Check NFC IRIS 114 screen for verification (Make printout of screen for verification). |
| **Step 5**  **PAYROLL**  **SPECIALIST** | Check SINQ errors by logging on to EmpowHR or EPIC using user ID and password and make corrections.  Return to Step 2 or 3. | (Follow EmpowHR/EPIC steps to resolve the SINQ errors).  Read the error message and make the necessary corrections to the payroll transaction |
| **Step 6**  **PAYROLL**  **SPECIALIST** | Prepare corresponding IRS Payroll Deduction Agreement letter and a copy of IRS 2159 form to go to employee only and make sure to attach letter to Siebel SR (processed cases only).  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. |
| **Step 7**  **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 checklist prior to handing over to QA to ensure all documentation is in the case file.  Hand in completed SR in case folder to QA using the file tracking worksheet to hand in cases ready for review. |
| **Step 8**  **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 9)  OR  If No, Go to Step 10. | 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 and letter were done correctly.  Use the QA 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 9**  **PAYROLL**  **SPECIALIST** | Make corrections to errors by going to the appropriate step(s):  For processing errors, Go to Step 1, then to steps 2 (EmpowHR) OR 3 (EPIC), as appropriate.  For letter errors, Go to Step 6. | Payroll Specialists are to verify that corrections have been made by reviewing all steps needed for processing and this includes reviewing the IRS agreement and the letter. |
| **Step 10**  **PAYROLL QA** | Update Siebel SR. |  |
| **Step 11**  **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 12**  **DMG** | Send out acknowledgement letter.  Refer to SOP SSC-018, Mailroom Outgoing mail.  End Process. |  |

| Bankruptcy | | | | | | | |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **Functional Area** | | | **Action** | | | **Notes** | |
| **Step 1**  **PAYROLL**  **SPECIALIST** | | | Process new, amendment or termination of Bankruptcy Order in EmpowHR or EPIC.  If entering in EmpowHR, Go to Step 2  OR  If entering in EPIC web, Go to Step 3. | | | Use EmpowHR for primary system processing - EPIC is to be used as a back-up to EmpowHR | |
| **Step 2**  **PAYROLL**  **SPECIALIST** | | Process Bankruptcy Order in EmpowHR:   1. Log into EmpowHR using username and password 2. Select Payroll Documents 3. Select Deductions Due to Indebtedness 4. Enter the employee’s social security number 5. Hit Search   **Deduction due to Indebtedness**   1. Select the plus sign to add a new record 2. Enter effective date (first day of current pay period)   **Transaction Code**   1. Enter in Transaction Code: add, change, delete 2. Enter Receipt Account Number 3. Enter Type Deduction Code: Select Bankruptcy Payroll Deduction   **Deduction Information**   1. Enter the set amount of 999,999.99 2. Enter the deduction amount or percentage to be taken out per pay period. 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.   **Payment Method**   1. Select Check 2. Enter the name and address of payee information 3. Enter Payment Identification 4. Hit Save   Note: Before saving the process in EmpowHR, verify the receipt account number, case number, and all information entered matches if you are amending or deleting in EmpowHR.  Go to Step 4. | | | Note: You must be at the first record in order to start processing in EmpowHR  Note: The receipt account number has to have “3” leading zeroes, the deduction code number for Bankruptcy (30), followed by “3” more zeroes, and the last four digits of employee’s SSN  Example: 000**30**0001234  Note: If monthly amount is given on the order, then convert it to a biweekly deduction amount (Monthly amount divided by 2)  Note: Bankruptcy payments use checks (Make sure to select the check box)  Payment identification (the case number provided in the order)  Note: Before saving the document in EmpowHR, verify the receipt account number, case number, and all information entered matches. | | |
| **Step 3**  **PAYROLL SPECIALIST** | | Process Bankruptcy Order 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 089 Deductions Due to Indebtedness 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, type of deduction code, receipt account number, total balance and amount or percentage of deduction per pay period 10. Enter on the **third tab (Method)** the payee information: name and address information; enter in payment identification 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 R to release for processing and hit UPDATE to save data input for processing. | | | Note: EPIC could also be found in internet explorer favorites  Note: first Tab is opened to Key Data Tab  Payment identification - ( the case number provided in the order)  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  Note: Tabs 11 and 12 may not always be needed | | |
| **Step 4**  **PAYROLL**  **SPECIALIST** | Verification of Bankruptcy processed.  Did the action apply?  If Yes, go to Step 6  OR  If No, go to Step 5. | | | | | Note: Note: PINE is the nightly edit process that the transaction goes through. If the action passes all edits the action is applied and indicated with a status code of “X” If the action is “Not Applied” it will be indicated with a status code of “9” (failed, the PINE edits) with the error to be corrected. Once the error is corrected, release the document to go through PINE again. The correction process continues until the action applies (status code “X”)  Check NFC IRIS 114 screen for verification (Make printout of screen for verification). | |
| **Step 5**  **PAYROLL**  **SPECIALIST** | Check SINQ errors by logging-onto EmpowHR or EPIC using user ID and password and make corrections.  Go to Step 2 or 3. | | | | |  | |
| **Step 6**  **PAYROLL**  **SPECIALIST** | Prepare corresponding Bankruptcy letter for employee, law firm, bankruptcy trustee and bankruptcy court and a copy of bankruptcy order and make sure to attach letter to Siebel SR.  All employee and/or 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. | | | | | The case file should include coversheet and the corresponding letters. Use the standard letter template found on the Debt  Management share drive.    **Bankruptcy:** If cases need to be updated and generic letters are necessary to notify involved parties (Trustee, employee, etc.). | |
| **Step 7**  **PAYROLL**  **SPECIALIST** | Update Siebel notes change Siebel Sub-status to QA and submit to QA.  Notes should state that action was processed and the pay period in which it was processed. | | | | | Log-on to Siebel using username and password and query the SR# attached to that document. | |
| **Step 8**  **PAYROLL QA** | Conduct Quality Assurance.  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 9)  OR  If No, update SR as necessary and close Siebel SR (Go to Step 10). | | | | | QA Specialist review all the steps taken to determine if the processing and letter were done correctly  Completed case file folder is submitted to QA Specialist for quality assurance and closure.  (Note: Any corrective actions will be completed by Payroll Specialist before debt management case is closed and filed). | |
| **Step 9**  **PAYROLL SPECIALIST** | Make corrections to errors.  If processing errors, Go to Step 1 and then to Steps 2 (EmpowHR) OR 3 (EPIC), as appropriate.  For letter errors, Go to Step 6. | | | | | Payroll Specialists are to verify that corrections have been made by reviewing all steps needed for processing and this includes reviewing the bankruptcy order and the bankruptcy letter. | |
| **Step 10**  **PAYROLL QA** | Update Siebel SR. | | |  | | |
| **Step 11**  **PAYROLL QA** | Put acknowledgement letters in the envelope and deliver to mailroom. | | | Verify PII is matching and redacted throughout the documentation being sent out. | | |
| **Step 12**  **DMG** | Send out acknowledgement letter.  Refer to SOP SSC-018, Mailroom Outgoing Mail.  End Process. | | |  | | |

| Commercial Garnishment/Education Loan | | | | | | |
| --- | --- | --- | --- | --- | --- | --- |
| **Functional Area** | **Action** | | | **Notes** | | |
| **Step 1**  **PAYROLL**  **SPECIALIST** | Process new, amendment or termination of Commercial Garnishment in EmpowHR or EPIC.  If entering in EmpowHR, go to Step 2  OR  If entering in EPIC web, go to Step 3. | | | Use EmpowHR for primary system processing - EPIC is to be used as a back-up to EmpowHR. | | |
| **Step 2**  **PAYROLL**  **SPECIALIST** | Process Commercial Garnishment in EmpowHR:   1. Log into EmpowHR using User ID and password 2. Select Payroll Documents 3. Select Deductions Due to Indebtedness 4. Enter the employee’s social security number 5. Hit Search   **Deduction due to Indebtedness**   1. Select the plus sign to add a new record 2. Enter effective date (first day of current pay period)   **Transaction Code**   1. Enter in Transaction Code: add, change, delete 2. Enter Receipt Account Number 3. Enter Type Deduction Code: Select Commercial Garnishment   **Deduction Information**   1. Enter the balance amount owed 2. Enter the deduction amount or percentage to be taken out per pay period. 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.   **Payment Method**   1. Select Check 2. Enter the name and address information 3. Enter Payment Identification 4. Hit Save   Note: Before saving the process in EmpowHR, verify the receipt account number, case number, and all information entered matches if you are amending or deleting in EmpowHR.  Go to Step 4. | | | Note: You must be at the first record in order to start processing in EmpowHR  Only one is selected depending on what was found to process during the verification of the Commercial Garnishment Order  Note: The receipt account number has to have “3” leading zeroes, the deduction code number for Commercial Garnishment (50) then followed by “3” more zeroes, and then the last four digits of employee’s SSN  For Education Loans(33) if completing state or local taxes, the receipt acct # ends in ST for state LO – local  Example: 000**50**0001234  Education: 000**33**0001234  State: 000**50**01234**ST**  Local:000**50**01234**LO**  Note: If the receipt account number already exists in the system, then make sure that the last four digits of the receipt account are different from the one found in the system (this is only to be done if adding a new Commercial Garnishment into the system).  Note: If monthly amount is given on the order, convert it to a biweekly deduction amount (Monthly amount times 12 divided by 26).  Note: The payment method for commercial garnishments is by check (Make sure to select the check box)  Payment identification - (this the case number included in the order). | | |
| **Step 3**  **PAYROLL**  **SPECIALIST** | Process Commercial Garnishment in EPIC:   1. Go to NFC website: <https://www.nfc.usda.gov/> 2. Select EPIC (Note: EPIC could also be found in favorites of the internet explorer) 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 089 Deductions Due to Indebtedness 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, type of deduction code, receipt account number, total balance and amount or percentage of deduction per pay period 10. Enter on the **third tab (Method)** the payee information: name and address information; enter in payment identification 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 R to release for processing and hit UPDATE to save data input for processing | | | Note: first Tab is opened to Key Data Tab.  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. | | |
| **Step 4**  **PAYROLL**  **SPECIALIST** | Verify that Commercial Garnishment processed.  Did action apply?  If Yes, Go to Step 6  OR  If No, Go to Step 5. | | | Note: Note: PINE is the nightly edit process that the transaction goes through. If the action passes all edits the action is applied and indicated with a status code of “X” If the action is “Not Applied” it will be indicated with a status code of “9” (failed, the PINE edits) with the error to be corrected. Once the error is corrected, release the document to go through PINE again. The correction process continues until the action applies (status code “X”)  Check NFC IRIS 114 screen for verification (Make printout of screen for verification). |
| **Step 5**  **PAYROLL**  **SPECIALIST** | Check SINQ errors by logging-on to EmpowHR/EPIC using user ID and password and make corrections.  Go to Step 1, then  Go to Step 2 – EmpowHR Or  Go to Step 3 – EPIC, as appropriate. | | | Any correction made should be noted in the SR’s note section in Seibel. |
| **Step 6**  **PAYROLL**  **SPECIALIST** | Prepare corresponding Commercial Garnishment letters to go to courts, law firm, collection agency, state taxing authority, local taxing authority and/or state marshal/sheriff collection authority and make sure to attach letter to Siebel SR. (Processed Cases).  All 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. | | | The case file should include coversheet and the corresponding letters. Use the standard letter template found on the Debt  Management share drive.  When garnishment cases need to be amended, generic letters are necessary to notify involved parties (Creditor, employee, etc.) |
| **Step 7**  **PAYROLL**  **SPECIALIST** | Update Siebel notes, change Siebel Sub-status to QA and submit to QA. | | | Log-on to Siebel using username and password and query the SR# attached to that document.  Notes should state that action was entered and the pay period in which it was processed. |
| **Step 8**  **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 9)  OR  If No, update SR as necessary and close Siebel SR (Go to Step 10). | | | Completed case file folder is submitted to QA Specialist for quality assurance and closure.  QA will review all that the appropriate steps were taken for processing, completing the letter, interrogatories and calculation sheet.  (Note: Any corrective actions will be completed by Payroll Specialist before debt management case is closed and filed)  QA will review all the steps taken in steps to determine if the right decision was made by Payroll Specialist.  Corrections are given back to Payroll Specialist to complete. |
| **Step 9**  **PAYROLL**  **SPECIALIST** | Make corrections to errors.  Spreadsheet errors see Section 4.1 Step 4  Processing errors, Go to Step 1,  Interrogatories see Section 4.1 Step 8  Garnishment letter errors see Step 6. | | | Any correction made should be noted in the SR’s note section in Seibel. |
| **Step 10**  **PAYROLL QA** | | Update Siebel SR. |  | | |
| **Step 11**  **PAYROLL QA** | | Put 3rd party acknowledgement letters 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 12**  **DMG** | | Send out acknowledgement letter. Refer to SOP SSC-018, Mailroom Outgoing Mail.  End Process. |  | | |

| Non Processed Cases | | | | |
| --- | --- | --- | --- | --- |
| **Functional Area** | **Action** | | **Notes** | |
| **Step 1**  **PAYROLL**  **SPECIALIST** | Prepare letter notifying, courts, law firm, collection agency, state taxing authority, local taxing authority or state marshal/sheriff collection authority, creditor, that the employee has separated or is not a TSA employee and make sure to attach letter to Siebel SR.  All 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.  (Non-Processed cases)   * Separated TSA Employee * Non TSA Employee * Clarifications * Missing Information * Conflicting Information * Duplicates\*\*\*\*\*   (Unable to Process)     * Child Support at maximum deduction * Tax Levy at maximum deduction * Bankruptcy * Garnishment at maximum deduction * Interrogatories that don’t require processing | | The case file should include completed 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.  Note: All letters to TSA employees their name should match the full name in Rumba. | |
| **Step 2**  **PAYROLL**  **SPECIALIST** | Update Siebel and submit to QA. | |  | |
| **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. (Go to Step 4)  OR  If No, update SR as necessary and close Siebel SR (Go to Step 5). | | Completed letter is submitted to QA Specialist for quality assurance and closure.  QA will review all that the 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**  **SPECIALIST** | Make corrections to errors.  See Step 1 for Letters  If case needs to be processed, go to:  Section 4.2 – IRS  Section 4.3 – Bankruptcy  Section 4.4 – Commercial Garnishment/Education Loans | |  | |
| **Step 5**  **PAYROLL QA** | | Put acknowledgement letters 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 6**  **DMG** | | Send out acknowledgement letter. Refer to SOP SSC-018, Mailroom Outgoing Mail.  End Process. |  |

# Prerequisites

## Government Furnished Equipment/Information (GFE/GFI)

None

## 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 Specialist, NFC Auto Action Worklist, PAR Processing, Payroll Processing, TSA Admin Reports, TSA HR Services, Worklist Administration)

# 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.

# Measurements

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

## 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 Metrics | Weekly | Payroll productivity log |
| QA Report | Bi-Weekly | QA Log/CDRL 29 |

## 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 |  |  |

## 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 are due | Bi-Weekly | PEP Metric 2.2 |

# Reports

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

# 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
* State rules change frequently. The rules listed above may be obsolete when this document is finalized.

# Forms

Checklists

Worksheets

# Revision History

| **Rev** | **Date** | **Rev. By** | **Section(s) Affected** | **Summary of Changes** |
| --- | --- | --- | --- | --- |
| v1.0 | 09/03/2010 |  |  | First Draft |
| v1.1 | 12/11/2010 |  |  | Updated release to reflect new SOP template |
| v1.2 | 2/14/2011 |  |  | Revised based on current process |
| v1.3 | 4/22/2011 |  |  | Revised based on current process |
| v1.4 | 5/26/2011 |  |  | Revised to include more detail |
| v1.5 | 7/28/2011 |  |  | Revised to include comments from TSA |
| v1.6 | 10/20/2011 |  |  | Revised to include the updates of the current process |
| v2.0 | 8/16/2012 |  |  | Revised to include renumbering, added Education Loans, separated QA into two parts |
| V3.0 | 11/07/2013 | Mike Mitchell | References | Included updated SOPs as references |
| V3.1 | 11/19/2013 | C. Hampton |  | Updates of current process to Move step 29 to step 12. Added quality steps for each quality check. |
| V4.0 | 10/13/2014 | C. Hampton | Entire SOP | Separated the preparation steps and tailored each section to a specific third-party debt area. |
| V4.1 | 12/29/2014 | Mike Mitchell | Appendix A | Added QC checkpoint stars to process map. |
| V4.2 | 5/4/2016 | Robin Osborne | Section 4.1, Step 8 | Changed notes section regarding 15 calendar days to beginning counting as of Monday of pay period due. |
| V5.0 | 3/23/2017  9/13/2019 | C. Hampton C. Russell  Omar Almoualem | Entire SOP  Step 6  Step 5 | Revised based on current process  Electronic Storage of screenshots in SEIBEL  One touch instead of 3 touch  Updated Branding and Date |
| V6.0 | 01/28/2021 | Ravi Gill | Cover page | CY 2021 |
| V7.0 | 2/25/2021 | Bryson Judkins | Step 4 | Added that the last four of SSN need to be present to verify identity |

# Appendix A - Process Maps – Debt Management (SOP PAY-013)









**Appendix B - Acronyms**

|  |  |
| --- | --- |
| **Acronym** | **Definition** |
| DHS | Department of Homeland Security |
| DMG | Document Management Group |
| FIFO | First In, First Out |
| GFE | Government Furnished Equipment |
| GFI | Government Furnished Information |
| HQ | Headquarters |
| HR | Human Resources |
| IRS | Internal Revenue Service |
| LWOP | Leave Without Pay |
| NFC | National Finance Center |
| OHC | Office of Human Capital |
| OPM | Office of Personnel Management |
| PII | Personally Identifiable Information |
| PINE | Personnel Input and Edit Subsystem Input and Edit Subsystem |
| PMO | Program Management Office |
| QA | Quality Assurance |
| SOP | Standard Operating Procedure |
| SR | Service Request |
| SSN | Social Security Number |
| TSA | Transportation Security Administration |