**HRAccess Program**

HCSC Standard Operating Procedure

PAY- 014 – Debt Management – Notice of Intent to Offset Salary Letters

CY 2021

Reviewed By:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date:\_\_\_\_\_\_\_\_\_\_\_\_

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

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# 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), Office of Human Capital (OHC).

# Purpose and Scope

The Human Capital Services Center (HCSC) is responsible for providing general administrative and advisory support for payroll processing. HCSC 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, calculation and processing.

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 Agency Debt Management. The purpose of this SOP is to describe the critical steps for processing Transportation Security Administration Agency debts.

# Roles and Responsibilities

The actors and their roles in the Debt Management – Agency Debt Process are delineated below.

| **Role** | **Responsibility** |
| --- | --- |
| **HCSC Payroll** | Prepares the IAD letter for mailing to the employee. |
| **Document Management (DMG)** | Receives and processes mail, both incoming and outgoing. |
| **National Finance Center (NFC)** | Generates and prints Notice of Intent to Offset and Repayment Document. |
| **HCSC Payroll QA** | Checks for PII issues in the envelopes, sends to mailroom. |

# Procedures

**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*.**

| **PR13 Debt Management – Agency Debts** | | |
| --- | --- | --- |
| **Functional Area** | **Action** | **Notes** |
| **Step 1**  **Document Management** | Receive NFC generated Notice of Intent to Offset Salary (mail) |  |
| **Step 2**  **Document Management** | Refer to SOP SSC-017, Mailroom-Incoming Mail | Predefined process |
| **Step 3**  **HCSC Payroll** | * Collate and staple the pages and stamp each letter with HRSC Merrifield address and Help Desk phone number (on the first page where it states: Agency Contact>) * Review that no PII for another employee is included on each packet. * Fold letters and put them in windowed envelope. * Flip SR to In QA process and deliver to QA | Review that letters have the actual address showing in Rumba. If update address is available re-print a label with updated address. |
| **Step 4**  **Payroll QA** | Once stamped and folded in envelopes, letters are reviewed by QA verifying:   * Verify contents of envelope (including stamp on 1st page and all 4 pages belong to same EE), * Verify complete address is visible through envelope window, * Verify debt letter is on SR manifest from DMG and seal envelopes. * Deliver letters to Document Management Team for mailing. |  |
| **Step 5**  **Documents Management** | Refer to SSC-018 – Mailroom Outgoing Mail | Predefined process |
| **Step 6**  **Payroll QA** | Document resolution and massive close SR (Siebel) (See Appendix C – Mass Close)  End process | [\\ihop.local\data\Sharedata\Payroll\02-Manual Pay\IAD Letters](file:///\\ihop.local\data\Sharedata\Payroll\02-Manual%20Pay\IAD%20Letters)\Massive close cases in Siebel for IAD Letters |

# Prerequisites

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

* N/A

## 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)

# 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 procedure.

## 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 | Daily | Payroll productivity log |
| QC Report | Bi-weekly | QA Log |

## 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 which they were 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 |
| CDRL 29 – Quality Assurance Report | QC Report |  | Monthly |  |

# References

* SOW 3.5.2.8.
* SOP SSC-017 – Mailroom Incoming Mail
* SOP SSC-018 – Mailroom Outgoing Mail
* IOP PMO-SEC-008, Protecting Personally Identifiable Information
* IOP PMO-DCM-003, HRAccess IOP for Creating and Revising SOPs

# Forms

* Reserved

# Revision History

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **REVISION/CHANGE LOG** | | | | |
| **Rev** | **Date** | **Rev. By** | **Section(s) Affected** | **Summary of Changes** |
| v1.0 | 09/03/2010 |  |  | First Draft |
| v2.0 | 04/29/2011 |  |  | Revisions made to include more detail |
| V3.0 | 11/13/2012 |  |  | Revisions to correct errors found during annual desk audit |
| V4.0 | 12/9/2013 | Mike Mitchell | References | Updated References section to reflect accurate titles of all referenced documents |
| V5.0 | 10/23/2015 | M. Suarez |  | Added more detail to processor’s duties and added QC check. |
| V6.0 | 10/27/2015 | K.Sanders, M.Suarez, and L.Owens | Appendix C | Mass Close Instructions |
| V7.0 | 10/27/2015  9/17/2019 | K.Sanders  Omar Almoualem | Appendix A | Updated the Process Map to match current process  Updated date and branding |
| V8.0 | 01/28/2021 | Ravi Gill | Cover page | CY 2021 |

# Appendix A – PR15 Debt Management – Agency Debt Processing

# Appendix B – Acronyms

|  |  |
| --- | --- |
| **Acronym** | **Definition** |
| DHS | Department of Homeland Security |
| DMG | Document Management Group |
| GFE | Government Furnished Equipment |
| GFI | Government Furnished Information |
| HRSC | Human Resources Service Center |
| NFC | National Finance Center |
| OHC | Office of Human Capital |
| PII | Personally Identifiable Information |
| PMO | Program Management Office |
| SOP | Standard Operating Procedure |
| SR | Service Request |
| TSA | Transportation Security Administration |

# Appendix C - Siebel Massive Close (IAD Letters

**Step 1: (Query)**

Select Case Type:                  Mail

Select Area:                     Payroll

Select Sub Area:            IAD Letters

Reason:                                Transaction

Opened date:    i.e. 11/20/2014

Status:                  Open

**Step 2:**  **(Assign cases)**

A)           Edit - Select All

B)           Edit - Change Records: Field 1:  Owner ID

Value:   UXXXXXX

**Note:** *Once you have verified the number of SRs equals to the number of envelopes QA’d, process the massive close as follows*:

**Step 3:**     **(Update Resolution)**

A)           Edit - Select All

B)           Edit - Change Records: Field 1:  Resolution Internal

Value:   IAD Letters mailed on 11/26/14

**Note:** *Verify that the field for Resolution (Internal) has been updated, follow the last step.*

**Step 4:**   **(Close cases)**

A)           Edit: Select All

B)           Edit: Change Records: Field 1:  Status

Value:   Closed

Field 2:  Sub-status

Value:   Resolved