**HRAccess Program**

HCSC Standard Operating Procedure

PAY-024 – Leave Transfer

CY 2021

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

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

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# 1 Background

This is a new Standard Operating Procedure (SOP) that outlines the procedures to be used in process that has not been previously executed. It requires review and approval by both the HCAccess Program Management Office (PMO) and the Transportation Security Administration (TSA) Office of Human Capital (OHC).

# 2 Purpose and Scope

This SOP describes the necessary steps to provide timely, accurate and quality service to TSA employees in processing and completing actions in the area of Leave Transfer.

This SOP applies to the Payroll Processing team. The team’s task is to ensure that all Payroll actions received by the Human Capital Service Center (HCSC) are processed timely and accurately each pay period.

Leave transfer documents are received through Document Management (DMG) (via mail) and/or Siebel (via e-mails and faxes). Leave transfer documents can also be obtained in the electronic official personnel folder (eOPF). These documents are processed via EmpowHR and WebTA and verified in the National Finance Center (NFC) mainframe.

# Roles and Oversight Responsibilities

The actors and their roles in the leave transfer processing procedure are delineated below.

|  |  |
| --- | --- |
| **Role** | **Responsibility** |
| **HCSC Payroll Processing** | Reviews leave transfer request and processes the request in accordance with TSA policies and procedures. Provides completed casework to HRSC Payroll QA for review. |
| **HCSC Payroll Quality Assurance (QA)** | Reviews completed leave transfer casework for accuracy to ensure it has been processed in accordance with TSA policies and procedures. |
| **HCSC DMG Team/eProcessing team** | Ensures that incoming documents via mail, email or fax are assigned Service Requests (SRs) and distributed in a timely manner |
| **TSA Employee/HR Representative** | Completes and submits required documentation to the HRSC to process payroll changes. |

# 4 Procedures (aligns with process map located at Appendix A)

**Note: This process requires handling of Personally Identifiable Information (PII). All HRAccess personnel involved in this process must adhere to the procedures outlined in IOP PMO-SEC-008, *Protecting PII*.**

## Leave Data Transfer

| **Leave Data Transfer Processing** | | | | |
| --- | --- | --- | --- | --- |
| **Functional Area** | | **Action** | **Notes** | |
| **Step 1**  **TSA Employee/HR Specialist/DMG** | Initiate Leave Transfer request and provide all necessary supporting documentation to HRAccess. | Leave transfer requests may be initiated by an employee or on his/her behalf by his/her HR Specialist.  These requests can also be created by HRSC DMG through the receipt of an SF-1150 in an employee’s eOPF.  If sent via email or fax, refer to SOP HLP-011.  If sent request via mail, refer to SOP SSC-017. |
| **Step 2**  **DMG/eProcessing/HCSC Payroll** | Receive request for leave transfer, assign SR number and platform the transaction. | Leave Transfer Requests are platformed to the Payroll Processing team.  Area: Payroll  Sub Area: Leave Transfer  Reason: Transaction |
| **Step 3**  **HCSC Payroll** | Log in to Siebel for SR information. | Visit this URL: (<https://casemanagement-hraccess.tsa.dhs.gov/siteminderagent/forms/login>)  Click on service tab to generate work list. |
| **Step 4**  **HCSC Payroll** | | Retrieve SR number, change Sub Status to “In Progress”, and check these areas to confirm accuracy and how each relates to request:   * Last Name * First Name * Area * Sub Area * Status * Sub Status * Priority * Pay Period Due * Subject * Resolution (Internal) * Description (Internal) * Notes * Contact SRs (Remember to check Contact SRs to ensure there are no duplicate SRs for this transaction) | This prevents the case from being reassigned to another caseworker for completion. | |
| **Step 5**  **HCSC Payroll** | | Check Attachments tab to verify that leave transfer documentation has been attached to SR for processing.  Is documentation attached?  If Yes, go to Step 14  Or  If No, go to Step 6. | In order to process a leave transfer action, HRSC will require the employee’s SF-1150 (Record of Leave Data) or Terminal Leave Worksheet (US Postal Service only). If the SF-1150 is not available, a Statement of Earnings and Leave can be used in lieu of this document. | |
| **Step 6**  **HCSC Payroll** | | Log in to eOPF. | Refer to **APPENDIX D – System Access Job Aid.** | |
| **Step 7**  **HCSC Payroll** | | Obtain the last available separation SF-50 and the TSA new hire SF-50 in the eOPF. | The separation SF-50 will be used to verify that the document provided (SF-1150 or Statement of Earnings and Leave (SEL)) is from the last agency worked.  The TSA new hire SF-50 will also be used in Sections 4.2 and 4.3 to verify the new hire Nature of Action (NOA) code.  The new hire action can be found listed under “Nature of Action (NOA)” and the code will either be 170 or 171. If the employee was hired with a NOA code of 570 or 571, then a leave transfer would not be necessary as the leave would have automatically transferred over from the previous DHS Component that they worked at prior to transferring to TSA. | |
| **Step 8**  **HCSC Payroll** | | Review the employee’s eOPF for the most recent SF-1150.  Is most recent SF-1150 available?  If Yes, go to Section 4.2  Or  If No, go to Step 9. | If the employee’s record contains an SF-1150, compare the separation date on the SF-1150 to the separation date on the most recent SF-50. Both dates should match to indicate the employee’s SF-1150 is the most recent record. Only the most recent SF-1150 can be used to complete a leave transfer for an employee’s leave totals. | |
| **Step 9**  **HCSC Payroll** | | Log in to NFC Reporting Center. | Refer to **APPENDIX D – System Access Job Aid.** | |
| **Step 10**  **HCSC Payroll** | | Review the employee’s Reporting Center records for the most recent SEL.  Is most recent SEL available?  If Yes, go to Section 4.3,  Or  If No, go to Step 11. | If the employee came from a previous agency that used NFC as its payroll provider, his/her last SEL may be in Reporting Center.  If the employee’s record contains an SEL, compare the pay period end date on the SEL to the separation date on the most recent SF-50. The end date on the SEL should be within one pay period from the separation date on the SF-50. Only the most recent SEL can be used in lieu of an SF-1150 to complete a leave transfer for an employee’s leave totals. | |
| **Step 11**  **HCSC Payroll** | | Contact employee/HR Specialist to request SF-1150 or SEL to transfer leave. | If sufficient documentation is not received/available to process this request, the leave transfer action cannot be completed. | |
| **Step 12**  **HCSC Payroll** | | If documentation is not received, update the SR notes and close the SR.  END PROCESS | Status: Closed  Sub status: QC-Incomplete Data | |

## Procedures Using SF-1150

| **Using SF - 1150** | | | |
| --- | --- | --- | --- |
| **Functional Area** | **Action** | **Notes** | |
| **Step 1**  **HCSC Payroll** | Is SF-1150 in eOPF?  If Yes, go to Step 3.  Or  If No, go to Step 2. | If employee’s SF-1150 comes in via mail, fax or email, confirm this is also in the employee’s eOPF. If document is not in eOPF, an SR needs to be opened for DMG to upload this document.  Refer to **APPENDIX D – System Access Job Aid.** | |
| **Step 2**  **HCSC Payroll** | Create SR so document can be uploaded into employee’s eOPF. | Area: Document Management  Sub Area: SF-1150 Record of Leave Data  Reason: Transaction | |
| **Step 3**  **HCSC Payroll** | Review and compare the SF-1150 to the SF-50. |  | |
| **Step 4**  **HCSC Payroll** | Review and determine which leave balances, if any, are eligible for transfer. | Types of leave eligible for transfer:   * Annual Leave * Sick Leave * Military Leave * Home Leave * Absence With Out Pay (AWOP)/Leave without Pay (LWOP) – this is only transferred if the SF-1150 being used is for the current year.   If there is a balance of 0 hours for any leave type, the balance is not eligible for transfer. | |
| **Step 5**  **HCSC Payroll** | Log in to (NFC Mainframe). | Either hit the “Tab” key or use your mouse to place the cursor next to “Screen/Menu” and type “900” and hit the “Enter” key.  Enter the employee’s last name then use the “Tab” key or your mouse to move your cursor to type the first name and (if necessary) middle name or initial & verify the SSN(Last 4 digits).  Use the “Tab” key or your mouse to place the cursor under the “IR #” field next to the name of the employee and type the three-digit screen that you wish to visit and Hit “Enter.” | |
| **Step 6**  **HCSC Payroll** | In NFC Mainframe, check the effective date next to the employee’s EOD. | The IRIS 102 screen can be used to view the date of the employee’s EOD action.  Type in the employee’s nine digit social security number (with no dashes) next to “SSN” and then hit the “Tab” key or use your mouse to move the cursor next to “Screen/Menu” and then type the three digit screen that you wish to visit and hit the “Enter” key.  If you are unsure of the screen number that you need, the “IRIS 100” screen lists almost all of the screens where current payroll information can be found.  . | |
| **Step 7**  **HCSC Payroll** | Go to WebTA/WebTA Archive and check to see if there are any leave adjustments reflected.  Does the employee have leave balance(s) reflected?  If yes, go to Step 11.  Or  If no, go to Step 23. | Refer to **APPENDIX D – System Access Job Aid.**  Possible scenarios of employee reflecting leave in Webta/WebTA Archive may include:   * Employee was a previous TSA employee * Employee was at a prior agency that used NFC * Employee was at a prior agency that used WebTA * Hours were already transferred in (via TINQ **(APPENDIX E)** or EmpowHR).   It is rare that leave transfer records are already present in EmpowHR, but it does happen at times. For instance, if the employee previously worked for TSA and had leave transferred from another agency at the time then that record will still be in EmpowHR.  TINQ is the time inquiry leave update system. Refer to Leave Adjustment Job Aid **APPENDIX E.**  If the hours were already added, then there will be a manual adjustment reflected in the leave audit report section of WebTA/WebTA Archive that corresponds to the hours on the SF-1150.  If the hours remained in WebTA/WebTA Archive, then the forwarding balance should reflect from the pay period in which they separated.  To verify that the balance in WebTA/WebTA Archive is correct, compare against the balance reflected on the SF-1150.  If there is a discrepancy between the transferred balance(s) reflected in WebTA/WebTA Archive versus the SF-1150, then the current SR will need to be flipped to a leave audit.  Area: Payroll Sub Area: Leave Audit Reason: Transaction |
| **Step 8**  **HCSC Payroll** | Log into EmpowHR. | Refer to **APPENDIX D – System Access Job Aid.**  Select “Payroll” Documents  Select “Leave Data Transferred”  Enter employee Social security number, employee number, or name - If you are searching by name you must enter “TA” in the Sub-Agency field**.** |
| **Step 9**  **HCSC Payroll** | Add new record. | If a previous leave transfer record is not present, enter a new record on the blank screen.  If a previous leave transfer record is present, hit the “+” symbol in the top right portion of the transaction. |
| **Step 10**  **HCSC Payroll** | Log in to NFC Mainframe to check the current status of the employee. | The employee may have already separated from TSA when we received the SF-1150 from the prior agency.  This information can be found in NFC Mainframe (IRIS 125). NOA codes for separation actions are in the 300 series. |
| **Step 11**  **HCSC Payroll** | Enter effective date of the current pay period. This is the pay period that you are processing for. | If you are unsure of the effective date, you may click on the magnifying glass icon next to the “Effective Date” field.  This provides a listing of effective dates and corresponding pay periods.  Refer to a pay period calendar to determine the dates; these calendars can be found on NFC’s website,  <https://www.nfc.usda.gov/Publications/Forms/pay_period_calendar.php> |
| **Step 12**  **HCSC Payroll** | Enter employee annual leave information. | If employee had a break in service of more than three (3) calendar days, their former agency must pay them a lump sum payment for their annual leave.  Even if their annual leave is present on the form submitted, DO NOT transfer in annual leave. If the employee has questions regarding their lump sum payment, they must contact their former agency to receive that payment.  Break in service information can be obtained from the employee’s SF-50 or SF-1150 from their last federal agency.  Reference **TSA MD 1100.63-1 Handbook – Absence and Leave Handbook – Page C-34**  <https://www.opm.gov/policy-data-oversight/pay-leave/leave-administration/fact-sheets/lump-sum-payments-for-annual-leave/>  Enter the prior year annual leave under “Annual Hours” in the “Prior Year Leave Balance” field from the amount that is present on the SF-1150 in the 00.00 format.  Enter the Current Year Leave under “Annual Hours” in a 00 format.  If no annual leave was earned in the current year at the prior agency, this field should remain blank. Make sure that you are using the year to date total from the SF-1150 and not a pay period amount.  If a Reduction in Credits is present on the document, enter this information in a 00 format in the “Reduction in Credits” field.  In the “Current Year Leave Taken” field, enter the annual leave taken for the current year in a 00.00 format.  If no annual leave was taken in the current year at the prior agency, this field should remain blank. Make sure that you are using the year to date total from the SF-1150 and not a pay period amount.  Enter the amount of annual leave that is being transferred in the “Leave Transferred” field in a 00.00 format. |
| **Step 13**  **HCSC Payroll** | Enter employee sick leave information. | Enter the prior year sick leave from the amount that is present on the SF-1150 in the 00.00 format.  Enter the Current Year Leave under Sick Leave in a 00 format.  If no sick leave was earned in the current year at the prior agency, this field should remain blank. Make sure that you are using the year to date total from the SF-1150 and not a pay period amount.  In the “Current Year Leave Taken” field under “Sick Hours,” enter the sick leave taken for the current year in a 00.00 format.  If no sick leave was taken in the current year at the prior agency, this field should remain blank. Make sure that you are using the year to date total from the SF-1150 and not a pay period amount.  Enter the amount of sick leave that is being transferred in the “Leave Transferred” field in a 00.00 format. |
| **Step 14**  **HCSC Payroll** | Enter employee military leave information (if applicable).  Enter AWOL/LWOP if applicable. | If SF-1150 reflects a military leave balance that is eligible for transfer, enter Military Leave Days Taken – This Leave Year in a 00 format.  If the SF-1150 being used is for the current year, enter AWOL and LWOP. |
| **Step 15**  **HCSC Payroll** | Save Record. | Click “Save.”  Allow PINE (Personnel Input and Edit System) to run overnight so that the action can apply in NFC. |
| **Step 16**  **HCSC Payroll** | Check the IRIS 136 screen the following day to verify that the leave data transfer has applied.  Has the action applied?  If no, go to Step 20.  Or  If yes, go to Step 21. |  |
| **Step 17**  **HCSC Payroll** | Log into EmpowHR to see why the action did not apply.  Return to Step 15. | If the action did not apply, verify the error in EmpowHR. Errors may include:  SINQ (Suspense Inquiry and Correction System) error – if there was a SINQ error, note error in Siebel. |
| **Step 18**  **HCSC Payroll** | Log into WebTA. |  |
| **Step 19 HCSC Payroll** | Input employee leave transfer hours (WebTA). | Refer to **Leave Adjustment Job Aid - APPENDIX E.**  This step is taken so that the employee will be able to see his/her hours for use as soon as possible. |
| **Step 20 HCSC Payroll** | Submit to QA. Update SR (Siebel).  Sub Status – In QA Process | Note: Cases go through quality reviews on a ten percent basis. Quality review as deemed necessary by lead based on the expertise level and/or QC scores. |
| **Step 21 HCSC Payroll QA** | Run report (Siebel). | Run a report in Siebel of all SRs in:  Area: “Payroll”  Sub Area: “Leave Transfer”  Reason: “Transaction”  Status: “Open”  Sub-Status: “In QA Process”  to determine all leave data transfers that need QA.  To keep an Excel sheet of all Service Requests in need of QA in case the Siebel session times out, go to “File” and select the option “Export Data Map.” |
| **Step 22 HCSC Payroll QA** | Action applied correctly?  If No, go to step 26.  Or  If Yes, go to step 28. | Compare/Verify balances match in WebTA, NFC MAINFRAME (IRIS 136) and SF-1150. |
| **Step 23 HCSC Payroll QA** | Log error in QA log. |  |
| **Step 24 HCSC Payroll QA** | Submit SR back to processor for payroll correction. Go to Step 11.  Sub Status = Returned for Updates | Add a note stating “Returned for updates” to the SR. |
| **Step 25**  **HCSC Payroll QA** | Update SR (Siebel).  Sub status “In Process”. | Place a note on the SR stating in which pay period the document was processed and that it has passed QA.  Standard verbiage for Siebel notes includes:  “I verified no action was required as the SF-1150 shows a zero balance for Annual and Sick Leave. QA'd by \_\_.”  “I verified the leave transfer request has been processed. QA’d by \_\_.”  “I verified the leave transfer request has been processed for the former EE. QA’d by \_\_” |
| **Step 26**  **HCSC Payroll** | Close SR (Siebel). | End process. |

## Procedures Using SEL

| **Processing Using SEL** | | |
| --- | --- | --- |
| **Functional Area** | **Action** | **Notes** |
| **Step 1**  **HCSC Payroll** | Review and determine which leave balances, if any are eligible for transfer. | Types of leave eligible for transfer:   * Annual Leave * Sick Leave * Military Leave * Home Leave * Absence With Out Pay (AWOP) – this is only transferred if the SEL being used is for the current year.   If there is a balance of 0 hours for any leave type, the balance is not eligible for transfer. |
| **Step 2**  **HCSC Payroll** | Log into NFC MAINFRAME to verify employee’s EOD. | Either hit the “Tab” key or use your mouse to place the cursor next to “Screen/Menu” and type “900” and hit the “Enter” key.  Enter the employee’s last name then use the “Tab” key or your mouse to move your cursor to type the first name and (if necessary) middle name or initial & verify the SSN(Last 4 digits).  Use the “Tab” key or your mouse to place the cursor under the “IR #” field next to the name of the employee and type the three-digit screen that you wish to visit and Hit “Enter.” |
| **Step 3**  **HCSC Payroll** | In NFC MAINFRAME, check the effective date next to the employee’s EOD. | The IRIS 102 screen can be used to view the date of the employee’s EOD action.  Type in the employee’s nine digit social security number (with no dashes) next to “SSN” and then hit the “Tab” key or use your mouse to move the cursor next to “Screen/Menu” and then type the three digit screen that you wish to visit and hit the “Enter” key.  If you are unsure of the screen number that you need, the “IRIS 100” screen lists almost all of the screens where current payroll information can be found. |
| **Step 4**  **HCSC Payroll** | Go to WebTA/WebTA Archive and check to see if there are any leave adjustments reflected.  Does the employee have leave balance(s) reflected?  If no, go to Step 8.  Or  If yes, go to Step 20. | Refer to **APPENDIX D – System Access Job Aid.**  Possible scenarios of employee reflecting leave in WebTA/WebTA Archive may include:   * Employee was a previous TSA employee * Employee was at a prior agency that used NFC * Employee was at a prior agency that used WebTA * Hours were already transferred in (via TINQ **(APPENDIX E)** or EmpowHR)   It is rare that leave transfer records are already present in EmpowHR, but it does happen at times. For instance, if the employee previously worked for TSA and had leave transferred from another agency at the time then that record will still be in EmpowHR.  TINQ is the time inquiry leave update system. Refer to **Leave Adjustment Job Aid APPENDIX E.**  If the hours were already added, then there will be a manual adjustment reflected in the leave audit report section of WebTA/WebTA Archive.  If the hours remained in WebTA/WebTA Archive, then the forwarding balance should reflect from the pay period in which they separated.  To verify that the balance in WebTA/WebTA Archive is correct, compare against the balance reflected on the SEL.  If there is a discrepancy between the transferred balance(s) reflected in WebTA/WebTA Archive versus the SEL, then the current SR will need to be flipped to a leave audit.  Area: Payroll Sub Area: Leave Audit Reason: Transaction |
| **Step 5**  **HCSC Payroll** | Log into EmpowHR.  Note: Use EPIC as a backup during EmpowHR outages to process leave transfers. Take processing screenshots and attach to service request to maintain history documentation on EPIC processing.  EmpowHR should be the main system used for processing leave transfers; EPIC only serves as a backup. | Refer to **APPENDIX D – System Access Job Aid.**  Select “Payroll” Documents  Select “Leave Data Transferred”  Enter employee Social security number, employee number, or name - If you are searching by name you must enter “TA” in the Sub-Agency field |
| **Step 6**  **HCSC Payroll** | Add new record. | If a previous leave transfer record is not present, enter a new record on the blank screen.  If a previous leave transfer record is present, hit the “+” symbol in the top right portion of the transaction. |
| **Step 7**  **HCSC Payroll** | Log into NFC MAINFRAME to check the current status of the employee. | The employee may have already separated from TSA when we receive the SEL.  This information can be found in NFC MAINFRAME (IRIS 125). NOA codes for separation actions are in the 300 series. |
| **Step 8**  **HCSC Payroll** | Enter effective date of the current pay period. This is pay period that you are processing for. | If you are unsure of the effective date, you may click on the magnifying glass icon next to the “Effective Date” field.  This provides a listing of effective dates and corresponding pay periods.  Refer to a pay period calendar to determine the dates; these calendars can be found on NFC’s website,  <https://www.nfc.usda.gov/Publications/Forms/pay_period_calendar.php> |
| **Step 9**  **HCSC Payroll** | Enter employee annual leave information. | If employee had a break in service of more than three (3) calendar days, their former agency must pay them a lump sum payment for their annual leave.  Even if their annual leave is present on the form submitted, DO NOT transfer in annual leave. If the employee has questions regarding their lump sum payment, they must contact their former agency to receive that payment.  Break in service information can be obtained from the employee’s SF-50 from their last federal agency.  Reference **TSA MD 1100.63-1 Handbook – Absence and Leave Handbook – Page C-34**  <https://www.opm.gov/policy-data-oversight/pay-leave/leave-administration/fact-sheets/lump-sum-payments-for-annual-leave/>  Enter the prior year annual leave under “Annual Hours” in the “Prior Year Leave Balance” field from the amount that is present on the SEL in the 00.00 format.  Enter the Current Year Leave under “Annual Hours” in a 00 format.  If no annual leave was earned in the current year at the prior agency, this field should remain blank. Make sure that you are using the year to date total from the SEL and not a pay period amount.  If a Reduction in Credits is present on the document, enter this information in a 00 format in the “Reduction in Credits” field.  In the “Current Year Leave Taken” field, enter the annual leave taken for the current year in a 00.00 format.  If no annual leave was taken in the current year at the prior agency, this field should remain blank. Make sure that you are using the year to date total from the SEL and not a pay period amount.  Enter the amount of annual leave that is being transferred in the “Leave Transferred” field in a 00.00 format. |
| **Step 10**  **HCSC Payroll** | Enter employee sick leave information. | Enter the prior year sick leave from the amount that is present on the SEL in the 00.00 format.  Enter the Current Year Leave under Sick Leave in a 00 format.  If no sick leave was earned in the current year at the prior agency, this field should remain blank. Make sure that you are using the year to date total from the SEL and not a pay period amount.  In the “Current Year Leave Taken” field under “Sick Hours,” enter the sick leave taken for the current year in a 00.00 format.  If no sick leave was taken in the current year at the prior agency, this field should remain blank. Make sure that you are using the year to date total from the SEL and not a pay period amount.  Enter the amount of sick leave that is being transferred in the “Leave Transferred” field in a 00.00 format. |
| **Step 11**  **HCSC Payroll** | Enter employee military leave information (if applicable).  Enter AWOL/LWOP if applicable. | If SF-1150 reflects a military leave balance that is eligible for transfer, enter Military Leave Days Taken – This Leave Year in a 00 format.  If the SF-1150 being used is for the current year, enter AWOL and LWOP. |
| **Step 12**  **HCSC Payroll** | Save Record. | Click “Save.”  Allow PINE to run overnight so that the action can apply in NFC. |
| **Step 13**  **HCSC Payroll** | Check the IRIS 136 screen the following day to verify that the leave data transfer has applied.  Has the action applied?  If no, go Step 17.  Or  If yes, go to Step 18. |  |
| **Step 14**  **HCSC Payroll** | Log into EmpowHR to see why the action did not apply.  Return to Step 12. | If the action did not apply, verify the error in EmpowHR. Errors may include:  SINQ error – if there was a SINQ error, note error in Siebel. |
| **Step 15**  **HCSC Payroll** | Log into WebTA. |  |
| **Step 16**  **HCSC Payroll** | Input employee leave transfer hours (WebTA). | Refer to **Leave Adjustment Job Aid** **APPENDIX E.**  This step is taken so that the employee will be able to see his/her hours for use as soon as possible. |
| **Step 17**  **HCSC Payroll** | Submit to QA. Update SR (Siebel)  Sub Status – In QA Process | Note: Cases go through quality reviews on a ten percent basis. Quality review as deemed necessary by lead based on expertise level and/or QC scores. |
| **Step 18**  **HCSC Payroll QA** | Run report (Siebel). | Run a report in Siebel of all SRs in:  Area: “Payroll”  Sub Area: “Leave Transfer”  Reason: “Transaction”  Status: “Open”  Sub-Status: “In QA Process”  to determine all leave data transfers that need QA.  To keep an Excel sheet of all Service Requests in need of QA in case the Siebel session times out, go to “File” and select the option “Export Data Map.” |
| **Step 19**  **HCSC Payroll QA** | Action applied correctly?  If No, go to step 23.  Or  If Yes, go to step 26. | Compare/Verify balances match in WebTA, NFC MAINFRAME (IRIS 136) and SEL. |
| **Step 20**  **HCSC Payroll QA** | Log error in QA log. |  |
| **Step 21**  **HCSC Payroll QA** | Submit SR back to processor for payroll correction. Go to Step 8.  Sub Status = Returned for Updates | Add a note stating “Returned for updates” to the SR. |
| **Step 22**  **HCSC Payroll QA** | Update SR (Siebel).  Sub Status = “In Process” | Place a note on the SR stating in which pay period the document was processed and that it has passed QA.  Standard verbiage for Siebel notes includes:  “I verified no action was required as the SF-1150 shows a zero balance for Annual and Sick Leave. QA'd by \_\_.”  “I verified the leave transfer request has been processed. QA’d by \_\_.”  “I verified the leave transfer request has been processed for the former EE. QA’d by \_\_” |
| **Step 23**  **HCSC Payroll** | Close SR (Siebel). | End process. |

# 5 Prerequisites

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

GFE: N/A

GFI: [www.OPM.gov](http://www.OPM.gov)

## Systems Access

**Payroll (Document Processing) Team Member** – Utilize NFC Mainframe (IRIS), 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), Siebel

# 6 SOP Document Management

This SOP will be maintained in accordance with the requirements stated in paragraph 6, SOP Document Management, of PMO-DCM-003, HRAccess Internal Operating Procedure for Creating and Revising Standard Operating Procedures.

# 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 |
| --- | --- | --- |
| Daily Work-list | Daily | Work-list Report |
| QA Error log | Daily | QA Log |
| QA Report | Bi-Weekly | CDRL 13 |

## 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 |
| --- | --- | --- |
| CTR | Weekly | PP&B Slides |
| MOR | Monthly | PP&B Slides |

## Program Performance Evaluation Measures

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

| Metric Name and Description | When Recorded | Where Recorded |
| --- | --- | --- |
| PEP 2.1. Transactions are Processed According to Federal Regulations and Guidelines | Bi-Weekly | QC Report |
| PEP 2.2. | Bi-Weekly | QC Report |

# Reports

|  |  |  |  |
| --- | --- | --- | --- |
| **Report Title** | **Information Included** | **Recipients (General description; not a list of individual names)** | **Publication Periodicity** |
| QC Report | Error type per employee | Payroll Ops | Bi-Weekly |
| Inventory | Case load for the current PP | Payroll Ops | Daily |

# References

* SOWs 3.5.1 and 3.5.2
* SOP SSC-017, Mailroom-Incoming Mail
* IOP-PMO-SEC-008, Protecting PII
* IOP-PMO-DCM-003, HCAccess Internal Operating Procedure for Creating and Revising Standard Operating Procedures

# Forms

SF-1150: Used to transfer in leave from a prior agency

Statement of Earnings and Leave

# Revision History

| **REVISION/CHANGE LOG** | | | | |
| --- | --- | --- | --- | --- |
| **Rev** | **Date** | **Rev. By** | **Section(s) Affected** | **Summary of Changes** |
| v1.0 | 06/22/2016  9/16/2019  11/11/2019  1/17/2020 | Megan Morgenstein, Anita Vastani  Omar Almoualem  Ricky Everson  Teresa Sorto | All  Step 8  All  Step 5  All | Leave Transfer was removed from SOP PAY-003 and created as PAY-035 to reflect new process.  Updated to reflect EPIC processing as a backup system and for processing screenshots to be taken and stored  Updated date and branding  Requesting to attached required Doc to SR.  Updated to reflect new QC requirement and changes to processing steps. |
| V2.0 | 01/28/2021 | Ravi Gill | Cover page | CY 2021 |

# APPENDIX A – Process Map







# APPENDIX B – Acronyms

|  |  |
| --- | --- |
| **Acronym** | **Definition** |
| DHS | Department of Homeland Security |
| DMG | Document Management Group |
| EOD | Entrance on Duty |
| eOPF | Electronic Official Personnel Folder |
| GFE | Government Furnished Equipment |
| GFI | Government Furnished Information |
| HD | Help Desk |
| HRSC | Human Resources Service Center |
| NFC | National Finance Center |
| NOA | Nature of Action |
| OHC | Office of Human Capital |
| PII | Personally Identifiable Information |
| PINE | Personnel Input and Edit System |
| PMO | Program Management Office |
| QA | Quality Assurance |
| SEL | Statement of Earnings and Leave |
| SINQ | Suspense Inquiry and Correction System |
| SOP | Standard Operating Procedure |
| SR | Service Request |
| SOW | Statement of Work |
| TSA | Transportation Security Administration |

# APPENDIX C – Time Format

|  |  |
| --- | --- |
| **WEBTA** | **EMPOWHR/NFC** |
| 0.15 Hours | 0.25 Hours |
| 0.30 Hours | 0.50 Hours |
| 0.45 Hours | 0.75 Hours |

# Appendix D – System Access Job Aid

* When emailing, please include the system requiring assistance in the subject line and a brief description of the problem in the body of the email.
  + For error messages, also add a screen shot of the error within the body of the email. (Please ensure no PII is visible within the screen shot.)
* If your issue hasn't been resolved in 24 hours, email your lead, SystemsAccess@tsa-hraccess.com and the appropriate systems contact.
* For Administrative Suspensions, adding or changing system access and other system related issues contact [SystemsAccess@TSA-HRAccess.co](mailto:SystemsAccess@TSA-HRAccess.co)m
* 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 | Phone: 877-872-7990

**EmpowHR** Web-based system

User ID: Agency Code (TA) + Security Assigned Sequential Code + Initials (Example = TA9999JC)

Password Protocol: 1) At least 12 characters; 2) Must contain: 1 capital letter; 2 numbers; 1 special character

(!#$\*&)

Non-Use Expiration: 180 Days | Locked Out After: 6th failed attempt | Session Time Out: 20 Minutes

Web Address: <https://icams.usda.gov/psp/DHSPRD/?cmd=login&languagecd=ENG&>

Contact with Issues: Email: [OHC-TSASecurityRequest@dhs.gov](mailto:OHC-TSASecurityRequest@dhs.gov)

**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: [OHC-TSASecurityRequest@dhs.gov](mailto:OHC-TSASecurityRequest@dhs.gov)

**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: [OHC-TSASecurityRequest@dhs.gov](mailto:OHC-TSASecurityRequest@dhs.gov)

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

User ID: LM User ID (Example = U123456 or V000123)

Password Protocol: 1) At least 12 characters; 2) Must contain: 1 capital letter; 2 numbers; 1 special character (!#$\*&)

Non-Use Expiration: 60 days | Locked Out After: 3rd failed attempt | Session Time Out: 20 minutes

Web Address: <https://hcinsight-hraccess.tsa.dhs.gov/siteminderagent/forms/login>

Contact with Issues: Email: HRAccessAccountAdministration@RL.gov | Phone: 866-966-4467

**eOPF** Web-based system

User ID: First Letter of First Name + First four letters of last name + 4 numbers followed by DL

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://eopf.opm.gov/dhs/

Contact with Issues: Email: [OHC-TSASecurityRequest@dhs.gov](mailto:OHC-TSASecurityRequest@dhs.gov)

# APPENDIX E – TINQ Job Aid

CORRECTION REVIEW:

Hit the tab button or use your mouse to place the cursor next to “TINQ8 Time Inquiry Sys IDMS08.”

Hit “Enter.”

Type “01” to select “Annual & Sick Leave.”

In the “SSNO” field. type the employee’s social security number (no dashes).

Hit tab or use your mouse to place the cursor in the field labeled “Agency” and type “TA.”

Hit “Enter.”

Make any adjustments needed to the balances on the screen as instructed by QA.

As an example, if an employee’s prior year sick leave balance is 50 hours but only 45 hours were transferred in, then an extra 5 hours would need to be added to the field entitled “Sick-Lv-Carryover Balance.”

Add a note to Siebel stating the action that was taken via TINQ.

It is always important to notate changes made to an employee’s record, however it is very important to notate changes made via TINQ as they are more difficult to track than changes made via EmpowHR or webTA.

Select the “Master Timekeeper” button at the bottom of the screen.

Click the “Search” button.

Enter the employee’s name or social security number and click “Search.”

Click the “Leave” button.

Take a screenshot of Leave balances before making any changes.

In the column labeled “Forward,” add the sick leave and if necessary, annual leave and military leave balances to the corresponding fields.

If a balance is already present in the fields, ADD the leave that you are transferring into the existing balance; do not replace it. If you only transferred sick leave, do not modify the annual leave at all. Hours are formatted differently in webTA so make sure to use the proper format. For instance, if you transferred in 2.75 hours of annual leave and 4.5 hours of sick leave in EmpowHR, you would add them to WebTA in the following format: 2:45 hours of annual leave and 4:30 hours of sick leave. See **APPENDIX C for further clarification.**

Click the “Save” button at the bottom of the screen.

Take a screenshots of the changes made.

Click the “Edit T&A” button.

In the “Remarks” field at the bottom of the screen, write a brief explanation of the updates that you performed in webTA.

If there are multiple T&A’s present, make sure to select the most recent one.

Click the “Save/Return” button.

Attach screenshots to SR.

# APPENDIX E – Return to Federal Service Job Aid

**Overview:**

If a TSA employee is reemployed prior to the expiration of the period of annual leave (i.e., period used to calculate the lump sum), he or she must refund the portion of the lump sum payment that represents the period between the date of reemployment and the expiration of the lump sum period. TSA will credit the appropriate amount of annual leave to the employee’s account after receipt of the repayment.

**Calculating a Lump-sum Payment:**

The agency must calculate a lump-sum payment by multiplying the number of hours of accumulated and accrued annual leave by the applicable hourly rate of pay. The agency must convert an annual rate of pay to an hourly rate of pay by dividing the annual rate of pay by 2,087 (or 2,756 for firefighters, if applicable) and rounding it to the nearest cent, counting one-half cent and over as the next higher cent.

**Refunding a Lump-sum Payment:**

When an employee who received a lump-sum payment for accumulated and accrued annual leave is reemployed in the Federal service prior to the end of the period covered by the lump-sum payment, the employee must refund to the employing agency an amount equal to the pay included in the lump-sum payment that covers the period between the date of reemployment and the expiration of the lump-sum leave period. The agency must compute the refund based on the pay used to compute the lump-sum payment. However, annual leave restored that was included in a lump-sum payment is not subject to refund if an agency reemploys the employee prior to the expiration of the lump-sum leave period. The agency must subtract such restored annual leave from the lump-sum leave period before calculating the refund. An agency may permit an employee to refund the lump-sum payment for annual leave in installments, but may not waive collection. If an agency permits the lump-sum refund to be paid in installments, the employee must refund the lump-sum payment in full within 1 year after the date of reemployment.

**Re-crediting Annual Leave:**

When an employee pays a full refund to an agency, the agency must re-credit to the employee an amount of annual leave equal to the days or hours of work (including holidays) remaining between the date of reemployment and the expiration of the lump-sum period. The re-credited annual leave is available for use by the employee on and after the date the annual leave is re-credited.

If the amount of annual leave to be re-credited is more than the maximum annual leave limitation for the position in which reemployed, the agency must establish the employee's new maximum annual leave limitation on the date of reemployment as a personal leave ceiling equal to the amount of annual leave to be re-credited. The new maximum annual leave limitation is subject to reduction until the employee's accumulated annual leave is equal to or less than the maximum annual leave limitation for the position in which reemployed.