**HRAccess Program**

HCSC Standard Operating Procedure

**PAY-026- DVL Process**

CY 2021

Reviewed By: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_Date: \_\_\_\_\_\_\_\_\_\_\_\_

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

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# Background

This Standard Operating Procedure (SOP) has been created to include update references to include updates to the process. It requires review and approval by the HCAccess Program Management Office (PMO) and 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 actions in the areas of leave administration. The purpose of this SOP is to describe the critical steps for processing TSA leave audits and leave adjustments.

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

# Roles and Responsibilities

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

|  |  |
| --- | --- |
| **Roles** | **Responsibilities** |
| **TSA Employee** | Completes the required form and submits all required supplemental documentation in an accurate and timely manner. |
| **TSA Management** | Receives, reviews, and approves/denies employee requests; forwards to HRSC for processing. |
| **TSA HR Specialist** | Contacts the Service Center with a request for leave audit and submits all required supplemental documentation in an accurate and timely manner. |
| **Human Resources Service Center (HRSC) Payroll** | Reviews Leave Audit request and processes the request in accordance with TSA policies and procedures. Updates all leave balances for TSA employees correctly and accurately in the TSA Payroll Systems. Provides completed casework to HRSC Payroll QA for review. 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. |
| **Tier1/Tier2/Document Management** | Receives Leave Audit Inquiry; provides response with FAQs and/or basic research to determine accurate platforming of all Service Requests (SRs) to the HRSC Payroll to ensure timely Transaction processing. |
| **HRSC Payroll Quality Assurance (QA)** | Reviews Leave Audit requests and verifies they have been processed in accordance with TSA policies and procedures. 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. |

# Procedures

**Note: This process requires handling of Personally Identifiable Information (PII). All HCAccess personnel involved in this process must adhere to the procedures, Protecting PII.**

| Leave Audit / Leave Adjustment Process | | |
| --- | --- | --- |
| **Actors** | **Actions** | **Notes** |
| **Step 1**  **TSA Employee/ Management/HR Specialist/** | Initiate Leave Audit request and provide all necessary supporting documentation to HCAccess. | Leave audit requests may be initiated by an employee or on their behalf by their Management team or HR Specialist.  If sent via email or fax, refer to SOP HLP-011.  If sent request via mail, refer to SOP SSC-017. Please refer to the HCInsight website, Appendix C, System Access Job Aid  and Appendix, Leave Audit/Leave Adjustment Necessary Systems Screens. |
| **Step 2**  **Help Desk**  **Tier 1/ Document Management** | Receive request for leave audit, assign SR number and platform the transaction. | Leave Audit Requests are platformed to the Payroll Processing team.  Area: Payroll  Sub Area: Leave Audit  Reason: Transaction |
| **Step 3**  **HRSC Payroll** | Login to Siebel for SR information. | Log in Siebel  Click on “Service” tab to generate your work list. |
| **Step 4**  **HRSC Payroll** | Determine employee’s eligibility.  Is the employee eligible?  If Yes, go to Step 6,  Or  If No, go to Step 5. | Utilize RUMBA, eOPF, and Contact SRs to determine eligibility.  Eligibility requirements:  Veterans preference code of 6  (IRIS 122)  Hired on or after November 5th, 2016 (including any previous federal agency (non-military).  (IRIS 102, Contact SRs, and eOPF. |
| **Step 5**  **HRSC Payroll** | Send employee a notification of ineligibility and request cannot be processed.  End Process | Notify the employee via Siebel email reason of ineligibility and close SR.  Status: Closed  Sub Status: QC-Resolved by Email |
| **Step 6**  **HRSC Payroll** | Verify employee’s case file is on the eServer.  Is there a case file for the employee on eServer?  If Yes, go to Step 8,  Or  If No, go to Step 7. | The case file should be established on the eServer.  Folder: Current Year  Sub Folder: Employee  Search for the employee’s case file and verify the Last Name, First Name – Last 4 of SSN matches the employee.  Note: If you do not have systems access, please reference the [System Access Job Aid](#_Appendix_C_–) in the Appendix C and Appendix D Leave Audit/Leave Adjustment Necessary Systems Screens. |
| **Step 7**  **HRSC Payroll** | Create employee case file. | Folder: Current Year  Sub Folder: Employee  Create a “New Folder” and use the following naming convention: Last Name, First Name – Last 4 of SSN   1. Update Sub Folders in employee case file.   Folder: Current Year  Sub Folder: Templates  Copy and Paste ALL of the template folders to the employee case file established.   1. Open the employee’s case file on the eServer   Folder: Current Year  Sub Folder: Employee  Sub Folder: Employee’s Name  Sub Folder: Leave Audit   1. Update the title of the copied folder.   Replace the template folder name with the “SR#” (the Service Request # that corresponds to this case in Siebel).  Replace the “Leave Audit Type” with the Sub Area used in Siebel for this SR. |
| **Step 8**  **HRSC Payroll** | Update the “Supporting Documentation – NFC” file to begin prepping the case file. | This is a standard document included in every leave audit case file on the eServer. This document contains all required supporting documents/screen shots from the NFC Mainframe System/RUMBA.  Complete the header to include the following information:  SR#  [Employee Name]  [Last 4 of Employee SSN]  Work Schedule [PT, FT], [Tour of Duty Hours]  DVL Eligible [Yes, No]  This document should include the following NFC/RUMBA Screen Shots:  NFC/IRIS 102/502  NFC/IRIS 122/522  NFC/IRIS 125/525  All of the NFC/IRIS screens will be included in every case file. |
| **Step 9**  **HRSC Payroll** | Update the “Leave Adjustments Data” file to include the “Before” balance screens. | The case file should include leave adjustment screen shots:  “Before” T&A Profile – WebTA  “After” T&A Profile – WebTA  (Start date: effective date of NOA 883 in IRIS 125/525 Screen. If no 883 NOA, use EOD as effective date from IRIS102/502.)  (End date: 1 year from start date.)  “Before” Balances – WebTA  “After” Balances – NFC  (The amount of hours credited is determined on the employee’s tour of duty. 104 hours being the maximum for a Full-Time employee and 52 hours being the minimum for a 40-hour tour of duty.) |
| **Step 10**  **HRSC Payroll** | Complete Disabled Veteran Leave Approval Letter | Complete Disabled Veteran Leave Approval Letter, convert to PDF, save in eServer folder, and attach to SR. |
| **Step 11**  **HRSC Payroll** | Documenting Summary/Root Cause | Click on the “Notes” tab towards the bottom of the Siebel screen and update the notes to include the root cause listed on the Leave Audit Casework Coversheet. |
| **Step 12**  **HRSC Payroll** | Review case file for completeness and accuracy. Make updates if needed. | Verify that all casework and research documentation is correctly included in the case file:   1. Make sure all balances are correct and accurate in webTA, NFC, root cause, and Disabled Veteran Leave Approval Letter. 2. Make sure start and end dates are correct in webTA, NFC, root cause, and Disabled Veteran Leave Approval Letter.   Verify that all casework and research documentation is correctly included in the case file:   * NFC/IRIS 102/502 * NFC/IRIS 122/522 * NFC/IRIS 125/525 * "Before” and “After” balances (WebTA, NFC) screen shots * Supporting Documentation   Verify that all casework and research completed is accurate.   * The leave audit has been completed correctly and accurately (if required). |
| **Step 13**  **HRSC Payroll** | Does this SR require  QA? (10%)  If Yes, go to Step 14,  Or  If No, go to Step 16. | 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 14**  **HRSC Payroll** | Update notes in Siebel, change Sub Status of SR to “In QA Process”. Send notification to QA.  Note: QA Skip to step 15 for QA actions. | The case is ready for Qualify Assurance review. 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 15**  **HRSC Payroll QA** | Review case file for completeness and accuracy.  Is the file complete and accurate?  If Yes, go to Step 16,  Or  If No, go to Step 58. | Verify that all casework and research documentation is correctly included in the case file |
| **Step 16**  **HRSC Payroll QA/ HRSC Payroll** | Send email to employee/HR as appropriate, including approval letter.  Change the status to “Closed” and sub status to “Resolved by Email”.  End Process | Please reference the [Siebel Email Job Aid](#_Appendix_B_–) in Appendix B for detailed instructions. |

# Prerequisites

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

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

**GFI:** OPM Guide to Personnel Record Keeping, [www.OPM.gov](http://www.OPM.gov)

## Systems Access

**Payroll (Document Processing) Team Member** – Utilize NFC Mainframe (IRIS, PINQ, DOTSE, EPIC, HCUP, SPPS Web, SPPS Mainframe, UCFE, CULPRPT, FOCUS); 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)

# 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 Log | Daily | Siebel-generated |
| Quality Control report | Biweekly | J06-13 |

## 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 |
| --- | --- | --- |
| N/A |  |  |

## 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 |
| --- | --- | --- |
| Transactions are processed according to Federal regulations and guidelines | Bi-weekly | PEP Metric 2.1 |
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# Reports

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

# References

* TSA Human Capital Management Directives, Bulletins, Letters and Guidance
* The Guide to Processing Personnel Actions
* TSA MD 1100.63-1 Absence and Leave
* TSA MD 1100.63-1A, Handbook-Absence and Leave
* TSA MD 1100.30-20 Accepting/Passing Voluntary (Employee-Initiated) Separations
* TSA MD 1100.55-8 Premium Pay
* TSA MD 1100.55-8A, Handbook-Premium Pay
* TSA MD 1100.55-4 Severance Pay
* TSA MD 1100.55-4A, Handbook-Severance Pay
* TSA MD 1100.53-2 Pay Retention
* IOP PMO-SEC-008, Protecting Personally Identifiable Information
* SOP HLP-007, Help Desk Tier 1 Process
* SOP HLP-011, Help Desk Email/FAX Process
* IOP PMO-DCM-003, HCAccess IOP on Creating and Revising SOPs
* SOP for Time Updates in WebTA
* See NFC Payroll/Personnel Manual Detailing How to Process
* To view manuals, go to website: [www.nfc.usda.gov](http://www.nfc.usda.gov)
  + - From the headers tabs choose: Publications
    - Under the publications page click: the Search by Type of Publications drop down menu
    - In Drop Down Menu: choose the below procedures by Acronym
      * PINQ- Payroll/Personnel Inquiry System
      * IRIS – Information Research and Inquiry System
      * TINQ- Time Inquiry – Leave Update System
      * EPIC- Entry, Processing, Inquiry, and Correction System
      * SPPS Web- Special Payroll Processing System
      * SPPS Mainframe- Special Payroll Processing System
      * PPSO- Payroll/Personnel System Overview
      * HCUP- History Correction Update Processing System

# Forms

Leave Audit Worksheet

Leave Audit Casework Coversheet

# Revision History

| **Rev** | **Date** | **Rev. By** | **Section(s) Affected** | **Summary of Changes** |
| --- | --- | --- | --- | --- |
| V1.1 | 03/26/2020 | Kendra Apodaca |  | Created SOP with new process |

# A – Acronyms

|  |  |
| --- | --- |
| **Acronym** | **Definition** |
| EE | Employee |
| EMR | Employee Master Record |
| EOD | Entry on Duty |
| GFE | Government Furnished Equipment |
| GFI | Government Furnished Information |
| HR | Human Resources |
| HRSC | Human Resources Service Center |
| IOP | Internal Operating Procedure |
| NFC | National Finance Center |
| HC | Human Capital |
| PII | Personally Identifiable Information |
| PMO | Program Management Office |
| PP | Pay Period |
| QA | Quality Assurance |
| SCD | Service Computation Date |
| SEL | Statement of Earnings and Leave |
| SOP | Standard Operating Procedure |
| SR | Service Request |
| SSN | Social Security Number |
| T&A | Time and Attendance |
| TSA | Transportation Security Administration |
| VLTP | Voluntary Leave Transfer Program |

# Appendix B – System Access Job Aid

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

**webTA** Web-based system

User ID: Last Name + First Letter of First Name + LM (Example - Chris Josh = JOSHCLM)

Password Protocol: 1) Up to 32 characters long; 2) Must contain: 1 capital letter, 1 number and 1 special character

(!#$\*&)

Non-Use Expiration: 90 Days | Locked Out After: 5th failed attempt | Session Time Out: 20 Minutes  
Web Address: <https://wta.hs.nfc.usda.gov/webta/servlet/com.threeis.webta.H000Welcome>

Contact with Issues: Email: Helpdesk@mailserver-hraccess.tsa.dhs.gov | Phone: 877-872-7990

**EmpowHR** Web-based system

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

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

(!#$\*&)

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

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

Contact with Issues: Email: ustsahrscpmo@deloitte.com

**NFC Reporting** Web-based system

User ID: Agency Code (TP) + Security Assigned Sequential Code (Example = TP9999)

Password Protocol: 1) At least 12 characters; 2) Must contain: 1 capital letter, 1 lower case letter, 2 numbers;

1 special character (!#$\*&); the first character must be a capital letter

Non-Use Expiration: 60 Days : Locked Out After: 5th failed attempt | Session Time Out: 20 Minutes

Web Address: <https://www.nfc.usda.gov/reporting/index2.asp>

Contact with Issues: Email: ustsahrscpmo@deloitte.com

**NFC Mainframe** IBM Mainframe system (RUMBA)

User ID: Agency Code (TP) + Security Assigned Sequential Code (Example = TP9999)

Password Protocol: 1) 8 Characters; 2) Must contain: 1 capital letter, 1 number,

1 of these special characters: $,@, # which must occur between first and last position

Non-Use Expiration: 30 days of non-use account is suspended; 60 days of non-use account is suspended